



# MARBIE GAIL CENTURA

## CONTACT

(63) 995-613-7662

MARBIEGAILCENTURA@GMAIL.COM

WWW.MARBIEGAILCENTURA.WIXSITE.COM/VIRTUALASSISTANT

## PROFILE

AN EXPERIENCED FREELANCE VIRTUAL ASSISTANT THAT ENSURE EXCELLENT SERVICE STANDARDS, RESPOND EFFICIENTLY TO CLIENTS AND MAINTAIN HIGH CLIENT SATISFACTION. HAS A STRONG INTEREST IN WORK THAT REQUIRE RESEARCH, PROBLEM SOLVING, GRAPHICS, GENERATE SALES LEADS AND ANALYTICAL THINKING.

## EXPERIENCE

### SENIOR OPERATION REPRESENTATIVE

CAPITAL ONE | OCT 2013 - DEC 2016

- Responsible for providing prompt and courteous service within a functional area of the call center. Functions may include but not limited to, various work groups within Collections, Care, Credit, Fraud, Disputes, Back-office, etc.
- Perform account level research and advise customer of products that may benefit them.
- Stay up date on all changes, developments and enhancements for all systems, products and upgrades.

### CUSTOMER SERVICE EXECUTIVE

HSBC ELECTRONIC DATA PHILS | APRIL 2012 - SEPT 2013

- Provides extraordinary service through phone interactions with customers, focusing on resolving their requests with an efficient, accurate, professional and courteous manner to create customer loyalty.
- Takes ownership and initiative to complete necessary research and customer follow-up or direct the customer to appropriate department for resolution. Is responsible for achieving individual targets and/or sales goals whilst maintaining quality and compliance.

### CUSTOMER SERVICE SPECIALIST

IBM DAKSH PHILIPPINES | OCT 2010 - FEB 2012

Billing Dept for SPRINT telecommunication.

- Explaining the bills for the customer.
- Answering queries about bills and their phone.
- Changing phone number.
- Do basic troubleshooting for the phone.
- Promoting other services for the customer.

### STAFF NURSE

OSPITAL NG MUNTINLUPA | DEC 2009 - JUNE 2010

MEDICAL & SURGICAL WARD

- Provides direct, professional nursing care to a specified population of patients in an inpatient or an outpatient setting.
- Prepares equipment and assists physicians during examinations and treatments.
- Performs evaluation of new and existing patients to determine priority and suitability of treatment and/or need for modifications.
- Assists physicians & carries out doctor's legal orders
- Charts accurately medications and treatments given
- Administers prescribed medications, applies sterile dressings, performs phlebotomy, and monitors vital signs.
- Maintains confidentiality of patient records.
- Observes and responds to patients' physical, emotional, & spiritual needs
- May oversee and guide the work of other nursing and support staff.

## EDUCATION

### BACHELOR'S/COLLEGE DEGREE IN NURSING

UNIVERSITY OF PERPETUAL HELP | 2004-2008

## SKILLS

- Sales/Lead Generation
- Appointment setter
- **Social Media CS**
- Video Editing
- Graphics
- Data Entry
- General Administrative
- Social Media Manager
- SEO and Marketing Leads
- CRM program



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## EXPERIENCE

### VIRTUAL ASSISTANT

FREELANCE VIRTUAL PROFESSIONAL| DEC 2016 - PRESENT

- Lead generation
- Appointment setter
- General Virtual Assistant
- Social Media Manager
- Social Media CS
- Graphics
- Real Estate Virtual Assistant

### REAL ESTATE LEAD GENERATION & APPOINTMENT SETTER

- Inbound and Outbound calls generating leads and setting an appointment
- Inputting all the leads into our CRM or Database

### GVA AND SOCIAL MEDIA MANAGER

- Creating a spreadsheet and google forms for Psychologist and fitness trainers
- Managing their social media platform
- Creating content and posting it to all social media platform
- Maintaining Database and CRM
- Managing email, schedules and files

### SOCIAL MEDIA CUSTOMER SUPPORT

- Research products
- Answering customer inquiries about the product through social media, chat, and email
- Inputting all the data in a spreadsheet and database
- Training newbies

### REAL ESTATE ADMIN

- Creating all marketing tools like brochure, flyers, newsletter
- Maintaining CRM and Database
- Editing and creating listing videos
- Managing schedules, appointments
- Social Media Manager
- Marketing FBS Ads, SEO
- Managing Websites
- Data Entry
- Managing email, chats and files
- Creating and managing an event

### REAL ESTATE LISTING AND TRANSACTION COORDINATOR

- Oversee all aspects of sellers transactions from initial contact to executed purchase agreement.
- Consult & coordinate with sellers all property photos, staging, repairs, cleaning, signage, lockbox, access requirements & marketing activities.
- Obtain all necessary signatures on listing agreement, disclosures and other necessary documentation.
- Coordinate showings & obtain feedback.
- Provide proactive weekly feedback to sellers regarding all showings and marketing activities.
- Coordinate all public open houses and broker open houses.
- Input all listing information into MLS and marketing websites and update as needed.
- Submit all necessary documentation to office broker for file compliance.
- Input all necessary information into client database and transaction management systems.
- Coordinate title/escrow, mortgage loan and appraisal processes.
- Coordinate inspections, assist in negotiations regarding repairs, and coordinate completion of repairs.
- Coordinate moving/possession schedules.
- Schedule, coordinate & attend closing process.