MERJERRIE B. GORDO DOB: 08/20/1995

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**Work Experiences:**

**Virtual Assistant – Homebased** (July 2018-Present)

 **Beachfront Only Vacation Rentals**

 *Functional Roles and Responsibilities:*

• Assist guests with issues related to stay or reservation

• Process reservations, documents and create work orders for guests

• Respond to email and live chats to attend guest queries

**Virtual Assistant – Homebased** (July 2017-December 2017) **Salon Growth Solutions – Australian Client**

*Functional Roles and Responsibilities:*

• Appointment Setter – Responsible for updating and scheduling the clients’ calendar for possible prospects

• Lead Generation – Generating leads, sources: Google, Facebook, LinkedIn and Highrise

• Personal Assistant – Sending emails to possible prospects, doing follow ups to prospects

**Virtual Assistant – Homebased (Part-Time)** (August 2017 – May 2018)

**Cargologix Freight Broker**

*Functional Roles and Responsibilities:*

• Lead Generation – Generating leads, sources – Shipper mate, Thomas.Net, Macrae’s, etc.

• Prospecting – Cold calling all possible leads and convert leads to shippers/customers.

• Creating a functional database using Zoho.

**Virtual Assistant – Homebased** (March 2017 – June 2017)

**My Freight Staff**

• **Virtual Assistant (Applicant Relations Officer at My Freight Staff)** – May 2017 – June 2017

*Functional Roles and Responsibilities:*

• Determines applicant requirements by studying job description and job qualifications.

• Determines applicant qualifications by interviewing applicants; analyzing responses;

comparing qualifications to job requirements.

• Evaluates applicants by discussing job requirements and applicant qualifications with

managers; interviewing applicants on consistent set of qualifications.

• **Virtual Assistant (Driver Recruiter)** - March 2017 – May 2017

*Functional Roles and Responsibilities:*

• Managed responses to applicants and carried out initial telephone interviews.

• Imparted information required by applicants.

• Extended employment application to applicants and maintained applicant data in recruiting database

 • Coordinated with applicants and analyzed background check data.

• Handled orientation date and travel arrangements.

• Corresponded with management with regard to recruiting progress.

**Quality Analyst/Universal Coach/ Trainer** (July 2014-February 2017)

**(Citibank)**

Genpact Services LLC

Northgate Cyberzone, Filinvest Alabng Muntinlupa City

*Functional Roles and Responsibilities:*

• Monitor and evaluate calls using call evaluation standards and forms.

• Responsible for delivering and facilitating training through variety of delivery methods across new hire and tenured participants.

• Conduct calibration sessions with supervisors and team leaders, facilitate synergy

sessions/team huddle to communicate update TD/MTD performance.

• Perform quality checks on emails/calls on a daily basis and PKT (Process Knowledge Test) as per agreed schedule.

• Train new agents on standard process

• Support process improvements, LEAN/Six Sigma

 **Collections Representative (Citibank)** (October 2013-July 2014)

Genpact Services LLC ▪

Northgate Cyberzone, Filinvest Alabng Muntinlupa City

*Functional Roles and Responsibilities:*

• Serves as Citibank’s representative for accounts update, management and billing status of the company’s clients.

**Trainings Attended:**

• L1 Training

• Facilitations Skills Training

• Communication Skills Training

• Presentation Skills Training

• Feedback Essentials Training

• LEAN Trained and Tested

• Targeted Selection: Interviewer Seminar

• Connect 365, LinkedSelling Training

**Certifications:**

• L1 Trainer Certified

• Communications Skills Trainer Certified

• Ispeak Certified

 **Skills**

▪ Working knowledge of Microsoft Office Applications (Outlook, Word PowerPoint and Excel)

▪ Excellent in written and verbal communication skills

▪ Comfortable presenting to group and providing coaching feedback

▪ Experience in creating training documentation, standard operating procedures and learning repository

▪ Working Knowledge of the following applications:

 Zoho CRM

 Podio CRM

 Flock

 Promo Republic

 Designbold

 Acuity

 Book Like a Boss

 Escapia

 Slack

 Aircall

 RingCentral

