



PERSONAL BACKGROUND

I am a virtual assistant with background in administrative support, customer service, and cold calling, with proven track record of providing exemplary performance.

PROFESSIONAL DEVELOPMENT

Freelance Virtual Assistance Course
-trained under FVA Academy

GET IN TOUCH WITH ME

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Instagram: @marjoriealiling

MARJORIE JOY ALILING

Administrative Support | Customer Service

WORK EXPERIENCE

Outbound Calling (Work From Home)

Morgan Fidelity Associates | May 2019 - July 2020

- Calling the clients about their Medicare insurance
- Offering them options that can improve their insurance in terms of coverage and payment.

Legal Assistant

Maulion Law Firm | November 2017 - May 2019

- Welcome the clients in person or over the phone and answering their inquiries
- Editing and analysing the information given to maximise the time of the attorney.

Outbound Collections Agent

The Results Company | December 2016 - November 2017

- Calling clients about their existing subscription
- Collect payment as the card information failed to take payment.

Customer Service Representative

Teletch Lipa | December 2014 - April 2016

Providing phone, email, and chat support to customers concerning the services and the plans they have. Assist them with the modification and provide them options

International Training

The Greenbrier | April 2014 - October 2014

- Providing assistance to the guests such as presenting the menus answering question and offering suggestions.
- Explain as well the details of the menu and caters guest with distinct dietary needs.

PREVIOUS EDUCATION

De La Salle Lipa

Bachelor of Science in Tourism Management
2010-2014

Our Lady of Caysasay Academy

2006-2010