

CIARA ANN MENDOZA

Purok 3, Sitio Silangan, Gulod Itaas, Batangas City, Batangas 4200

<https://cacmendoza.my.canva.site>

PROFESSIONAL SUMMARY

Detail-oriented and versatile Virtual Assistant with proven experience in administrative support, digital marketing, and customer engagement across real estate, finance, and BPO sectors. Skilled in lead generation, CRM management, and content creation, with a strong focus on efficiency and client satisfaction.

EDUCATION

Bachelor of Science in Business Administration, Marketing Major 2022

St. Bridget College, Batangas City

- Leadership Award 2019-2020 & 2020-2021
- Award of Merit in Academics
- Most Active Participation in Cultural Affairs
- Certificate of Appreciation (Lasac Volunteer)

EXPERIENCE

Executive Virtual Assistant

January 2025 – May 2025

Ryan Downing - Realtor, WFH

- **Administrative & Client Support:** Scheduled appointments with clients, managed and prioritized emails, and prepared detailed bank statements to maintain seamless daily operations.
- **Digital & Marketing Management:** Designed custom graphics for social media posts, updated the client's website and CRM, and maintained lead/contact lists to enhance brand visibility and engagement.
- **Real Estate Market Monitoring:** Regularly tracked listings and trends on real estate websites to support informed decision-making and keep the client updated on market opportunities.

Cold Caller

September 2024 – December 2024

Auto Glass Shop, WFH

- **Lead Generation & Qualification:** Skilled in identifying and qualifying leads through effective cold calling and follow-up strategies.
- **Data Management:** Proficient in data entry and record keeping, ensuring accurate information dissemination and campaign analysis.
- **Customer Engagement:** Experienced in customer feedback collection and support, enhancing overall client satisfaction through targeted SMS campaigns and follow-up texts.

Marketing Assistant

July 2022 – July 2024

South Asialink Finance Corporation, Batangas City

- **Document Management:** Skilled in screening and compiling documents for efficient processing.
- **Social Media Management:** Experienced in monitoring accounts, creating engaging posters with CanvaPro, and executing text blasts.
- **Telemarketing & Loan Processing:** Proficient in telemarketing and processing loan applications while responding to emails promptly.

Call Center Agent

May 2022 - July 2022

ACJ BPO Solutions, Batangas City

- **Call Handling:** Managed inbound and outbound calls, providing excellent customer support and problem resolution
- **Sales Skills:** Experienced in sales and upselling while maintaining strong product knowledge.
- **Teamwork & Efficiency:** Collaborated effectively with teams, demonstrating strong multitasking and time management skills.

SKILLS

Graphic Design | Marketing | Social Media Management | Customer Service | Telemarketing | Executive & Administrative Support | Basic Video Editing | Tools Proficiency

TOOLS

Spreadsheets
GoTo
MS Office
MS Teams
Skype
Zoom
Google Meet
Google Calendar
Calendly
ChatGPT
CapCut
WeVideo
TypeForm
CanvaPro
Google Drive
ClickFunnel
ActiveCampaign
Brivity
Mailchimp
DotLoop
Keeping Current Matters

CERTIFICATIONS

- **Training Certificate**, TopTier Agency - 2024
- **Training Certificate**, Virtual Assistant Team - 2024