



CONTACT

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Davao City

EDUCATION

Caraga State University
Bachelor of Science in Forestry
2015– 2019

SKILLS

- Attention to details
- Customer Support
- Answering Inbound calls
- Data Entry and Documents
- CRM Utilization
- Administrative Support
- Email Management
- Calendar Management
- Work ethics
- Communications
- Interpersonal Skills
- Problem solving
- Creativity
- Teamwork

MARJULIE QUIÑO

FREELANCER

ABOUT ME

With over 6 years of experience as a Freelance Virtual Assistant and BPO Specialist, I specialize in delivering high-quality remote support and customized business solutions to diverse clients. I have successfully managed multiple clients simultaneously, providing administrative support, customer service, and real estate assistance, including client communications, appointment scheduling, CRM management, data entry, transaction coordination, and operational support with efficiency and accuracy.

WORK EXPERIENCE

PROPERTY MANAGER – REAL ESTATE

📍 COLLABERA June 2019– August 2020

- Overseeing day-to-day operations of residential, commercial, or rental properties
- Managing tenant relations, including handling inquiries, complaints, and lease agreements
- Collecting rent, handling late payments, and maintaining financial records
- Coordinating maintenance, repairs, and renovations
- Ensuring compliance with property laws, regulations, and safety standards
- Sending violation notices to tenants and following up to ensure compliance
- Prepare and organize documents related to property transactions and listings.

ADMINT ASSISTANT & DATA ENTRY

📍 Colby HOA Property Mgt August 2020– March 2021

- Provide general administrative support to property managers and real estate agents.
- Coordinate schedules, manage calendars, and handle correspondence.
- Prepare and organize documents related to property transactions and listings.
- Maintain and update a resident database with current contact information.
- Issued lease violation notices and monitored tenant compliance

TOOLS

- Google Workspace
- Microsoft teams
- Outlook
- Slacks
- GoHighLevel
- Apollo
- TownSquare
- Lead Management
- Salesforce CRM
- Opus CRM
- Close.com CRM
- Workiz CRM
- Canva
- Capcut
- Chatgpt
- Grok

CSR/ AMERICAN HOME SHIELD



Alorica Davao City

March 2021- March 2022

- Answer incoming calls and respond to customer inquiries regarding home warranty coverage, claims, and service requests.
- Assist customers in placing service requests for covered home systems and appliances.
- Provide accurate information about warranty terms, policy details, and claim status.
- Troubleshoot and resolve customer concerns with professionalism, empathy, and efficiency.
- Coordinate with service contractors and dispatch providers to ensure timely service delivery.
- Process cancellations, renewals, and policy updates as requested by customers.
- Document all interactions and transactions clearly and accurately in the CRM system.
- Educate customers on the benefits of coverage and promote retention through excellent service.
- Meet or exceed performance targets related to call quality, response time, and customer satisfaction.

CSR / SUBJECT EXPERT / TEAM MANAGER



VXI GLOBAL INC.

March 2022- April 2025

- Handled complex customer concerns across billing, sales, and technical issues, ensuring first-call resolution.
- Led and supported a team of agents to meet performance targets, KPIs, and service level agreements (SLAs).
- Ensured high customer satisfaction by providing accurate information and empathetic communication.
- Coached and mentored agents to improve call handling, product knowledge, and soft skills.
- Monitored calls and provided constructive feedback to maintain quality standards.
- Assisted customers with billing concerns such as disputes, payments, adjustments, and plan explanations.
- Identified sales opportunities and successfully upsold AT&T products and services.
- Troubleshoot technical issues related to internet, phone, and TV services.
- Supported new hires during nesting and training by answering questions and reinforcing processes.
- Maintained accurate documentation of customer interactions in CRM systems.

CSR EMAIL MANAGEMENT (SHOPIFY-BASED STORE)

 COCOON QUEBEC STORE April 2025 – July 2025

- Respond promptly and professionally to customer emails and support tickets via Shopify, email platforms.
- Investigate and resolve order issues such as delayed shipments, wrong items, or missing packages.
- Assist customers with returns, exchanges, and refunds according to company policy.
- Track orders using shipping platforms (e.g., Canada Post, USPS) and provide status updates.
- Identify common customer concerns and provide feedback to the team for continuous improvement.

COLD CALLER FULL TIME

 2ND CHANCE CREDIT FUNDING August 2025 – Nov. 2025

- Conducted high-volume outbound cold calls using Go High Level (GHL) dialer to generate qualified leads.
- Qualified prospects based on credit needs and funding eligibility before endorsing them to closers.
- Logged detailed call notes, dispositions, and follow-up tasks after each interaction.
- Met or exceeded daily call quotas and lead generation targets.
- Monitored and responded to inbound messages (SMS, email, chat) within Go High Level.

LOCKSMITH DISPATCHER

 CITY LATCH LOCKSMITH Nov 2025 – March 2026

- Prioritized emergency and high-priority locksmith requests to ensure rapid response times.
- Optimized technician routes using Workiz to reduce travel time and increase job efficiency.
- Maintained constant communication with technicians to provide updates, changes, and support.
- Used Workiz scheduling and dispatch board to assign, reassign, and track jobs in real time.
- Verified customer information and service details before dispatching technicians.
- Provided accurate ETAs to customers and updated them on any delays or changes.
- Handled inbound calls and converted inquiries into booked service appointments.