

# GRECHEL ANN S. RAMOS

## Executive Assistant



### CONTACT

- +63995542-1922
- bravegrech@gmail.com
- Isabela, Philippines

### EDUCATION

#### Bachelor of Nursing Perpetual Help College of Manila, Philippines

2006 - 2008

#### Bachelor of Nursing Far Eastern University, Sampaloc Manila, Philippines

2004 - 2006

### SKILLS

- Appointment Setting Data Entry and Processing
- Documents Processing Email
- Handling Inside Sales
- Microsoft Office Project
- Management Travel Booking
- Web Design Basic
- Inbound and Outbound Calls
- Monday.com
- Hubspot
- Ring Central

#### INSIDE SALES AGENT/ PARADIGM DEVELOPMENT GROUP 2024-2025

As an Inside Sales Agent, I handled inbound and outbound calls, followed up with leads, and identified qualified prospects. I built rapport, provided essential information about services, and addressed client inquiries to understand their needs. My main responsibility was to nurture leads and set appointments with potential clients, ensuring the sales team had well-screened and interested prospects ready for conversion. I also maintained detailed records in the CRM to support smooth and organized workflows.

#### TRAVEL CONSULTANT/ GROUPBOOK 2023-2024

My role as a travel consultant is handling group bookings for a big sports event and managing their hotel accommodations at a good rate. Inquiries from both the groups and the hotel managers, as well as negotiating better rates with the hotels for the event. Negotiate with hotel managers for better rates, and finalize deals by sending contracts.

#### LIAISON/ BRIGHTSTAR CARE PHOENIX/TEMPE 2023-2023

My role as a Liaison Officer, I focus on facilitating communication with potential clients who can benefit from our clinic's services. I am responsible for managing email marketing campaigns to promote our clinic and its offerings, ultimately aiming to assist patients in need of home care services.

#### VIRTUAL ASSISTANT/ SECRETARY LAW OFFICE OF CATHERINE MAY

#### CO PC 2022-2023

My role as a Virtual Assistant in the Law Office is answering calls, taking messages, and handling correspondence. Maintaining diaries and arranging appointments. Also, typing, preparing, and collating reports and filing. This role requires attention to detail, organization, and time management.

#### LOAN PROCESSOR FAST MOBILE HOME LOANS 2021-2022

My role is prequalifying those loan applications by reviewing their credit income status as well as their monthly income and sending emails about the documents needed to close a loan. Also did some marketing roles by doing lead scraping and calling realtors.

#### ADMIN ASSISTANT CPR FIRSTAID 2021-2022

Answered on average 100 customer calls per day and provided excellent service and booked classes by helping the students to modify their booked classes and gave correct information about training.

#### TRAVEL COUNSELOR/ AGENT EXL PHILIPPINES 2015-2016

My role is to help our customers (Business Travelers) in making some changes to their itinerary; I also make sure our customers will get the lowest logical fare depending on their budget and situation. Providing above-and-beyond service is also a must especially if there is a schedule change due to weather issues, and if there is a need to change a flight in a short period of me.

#### SENIOR GRAPHIC DESIGNER CONVERGYS PHILIPPINES 2011-2013

In this role I create visual concepts, using computer software or by hand, to communicate ideas that inspire, inform, and captivate consumers. Our goal is to work with integrity and credibility to ensure transparency and keep our valued customers.

#### CUSTOMERSERVICEASSOCIATE/TRAVEL EXPERT 2009-2011

#### SALES AGENT, SYKES ASIA INCORPORATED PHILIPPINES

In this role (CSA), I worked with basic troubleshooting, and upgrading plans, and gave the best deals on the product. For the travel account, I served leisure travelers, my role is to provide the best packages that come with a great deal. Profiling our customers is also our role to know their wants versus needs.

### TRAININGS AND CERTIFICATIONS

InsideSales 101 for different lead types, Objection Handling, Scripting, & Pre-qualification Buyer and seller real estate practices including documentation per transaction type. Acquisition and liquidation of Bank Owned property Bank qualifications/approval for Short Sale; REO property Internet Marketing forms, lead sources, Lead Generation & CRM or database entry Common Lead Management systems including Boomtown, E Edge, and Kunversion