



# KAREN R. GARCIA

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## SUMMARY

Highly skilled Virtual Assistant with over 9 years of experience providing exceptional administrative support, client relations, and organizational efficiency. Proven expertise in email management, customer service, scheduling, and technical tools such as QuickBooks, TRREB, and Mailerlite. Dedicated to streamlining operations and delivering outstanding service to clients in various industries.

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## WORK EXPERIENCE

### Executive Virtual Assistant, Amata Offices Mar 2022 – Present

- Acted as a service coordinator for lawyers who are Amata's clients, ensuring seamless support for their needs.
- Managed Amata's accounts payables (vendors) using QuickBooks.
- Provided executive assistance to multiple lawyers, handling calendar management, correspondence, and administrative tasks.

### Virtual Admin Assistant, Leva Sleep Nov 2019 – Feb 2022

- Managed and prioritized email communications to ensure timely responses and action.
- Entered invoices and performed administrative tasks, including document management and customer coordination.

### General Virtual Assistant, 99homes Realty Oct 2016 – Oct 2019

- Conducted cold calling, appointment setting, and managed property listings on MLS and TRREB.
- Prepared agreements and updated land project details in Podio for sales and marketing purposes.

### Reservation Sales Specialist, IHG May 2013 – Sep 2016

- Answer calls and online messages from people wanting to book rooms.
  - Explain the different hotels and room types, and try to sell upgrades or packages to meet sales goals.
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## KEY SKILLS

- Office Suite software
- Data entry
- Organizational and time management skills.
- Corporate communications
- Problem solving
- Customer service
- Attention to details