

Sashien Mae C. Montilla

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Summary

Results-driven professional with 10+ years of experience in customer success, account management, client relations, operations, and virtual assistance. Proven track record of managing client business, driving customer retention, leading cross-functional teams, overseeing recruitment and onboarding processes, and delivering exceptional customer experiences. Skilled in CRM platforms, stakeholder communication, process improvement, team leadership, and operational management. Adept at building strong client relationships, resolving complex issues, and supporting business growth in remote and fast-paced environments.

Work Experience

Account Manager

February 2026 – May 2026

REMOTE COWORKER, S FEDERAL HWY HALLANDALE BEACH, FL, 33009

- Manage and oversee multiple staff members and virtual assistants, ensuring productivity, accountability, and consistent performance across daily operations.
- Conduct pre-screening interviews to evaluate candidate qualifications, communication skills, and role suitability prior to client endorsement.
- Coordinate and facilitate client interviews, serving as the primary point of contact between candidates and clients to ensure a smooth hiring process.
- Monitor staff performance, attendance, and workflow progress to ensure team members meet expectations, deadlines, and quality standards.
- Provide onboarding support and ongoing guidance to newly hired staff, helping them transition effectively into their roles and responsibilities.
- Track and maintain operational updates, employee progress, and hiring pipelines to ensure efficient team and recruitment management.

Accounting Staff – Collections Specialist

March 2025 – February 2026

LIME MEDIA GROUP, OBSERVATION TRAIL ROCKWALL, TX 75032

- Deliver exceptional support by managing inbound call management and outbound client communications to resolve complex billing and service inquiries.
- Diagnose root causes of billing discrepancies by verifying data against job orders, ensuring 100% accuracy in financial records and warranty support documentation.
- Partnered with internal teams to resolve complex client concerns, ensuring a positive customer experience through proactive communication and follow-through.
- Manage high-volume invoicing and account statements, ensuring compliance with contract terms and strengthening positive brand perception through precision.

Virtual Assistant

March 2024 – March 2025

FLEXCHECKS, 146 MONROE CENTER ST NW, SUITE 820, GRAND RAPIDS, MI 49503 USA

- Deliver first-call resolution by managing inbound inquiries and providing technical support for client account management and platform navigation.

- Navigate Salesforce CRM to maintain accurate client records and service logs, ensuring consistent follow-up and effective contact center operations.
- Facilitated client communications and outreach initiatives, strengthened customer engagement and supported successful marketing campaigns.
- Diagnose administrative bottlenecks during client onboarding, streamlining document collection processes to improve operational efficiency and customer experience.

Customer Coordinator Virtual Assistant

June 2023 – September 2023

IDAHO EXPRESS DETAIL, 515 S VISTA AVE BOISE, ID 83705, USA

- Deliver supportive consumer interactions across phone, chat, and email to manage high-volume scheduling and technical service inquiries.
- Provide strategic Product Consulting by identifying customer needs and recommending solutions that align with Sales Incentive Plan knowledge and revenue targets.
- Diagnose and resolve scheduling conflicts using advanced calendar tools, maximizing team productivity and reducing appointment no-shows by 15%.
- Manage proactive dispatching of invoice copies and appointment reminders, ensuring seamless warranty support and timely payment processing.

Inside Sales Representative

December 2022 – May 2023

CONSTRUCTION INDUSTRY TRAINING, UNIT 2/45 COLEBARD ST W, ACACIA RIDGE QUEENSLAND 4110 AUSTRALIA

- Deliver professional product support and consultation to incoming students, addressing technical course inquiries through high-volume contact center channels.
- Navigate complex documentation requirements by utilizing Microsoft Word and formatting critical documents for sales management with 100% precision.
- Provide expert Product Consulting on construction courses, aligning training programs with individual career goals and incentive plans.
- Diagnose and verify compliance issues within submitted documentation, maintaining data integrity and organizational standards for all new enrollments.

Customer Success Manager - Billing

September 2020 – October 2022

FRONTSTEPS, 1290 BROADWAY SUITE 1250, DENVER, CO 80203 USA

- Deliver strategic retention strategies to minimize churn and strengthen brand perception, successfully navigating complex customer dissatisfaction scenarios.
- Diagnose and troubleshoot technical billing issues via inbound calls and email, ensuring rapid resolution and accurate record maintenance.
- Maintained accurate client records, account updates, and communication history within CRM systems.
- Manage high-volume online payment processing and troubleshooting across third-party billing platforms and proprietary accounting software.
- Navigate quarterly client engagement cycles to provide warranty support and identify opportunities for product upselling and consulting.

Support Analyst

October 2019 – March 2020

REVIEWBUZZ, 117 N CLEVELAND ST #307, OCEANSIDE, CA 92054

- Deliver technical support and troubleshooting for customers across multiple platforms, resolving inquiries via phone, email, and live chat.
- Manage online brand reputation by navigating social media platforms to address consumer feedback and enhance brand perception.

- Diagnose training gaps and provide comprehensive technical onboarding for new hires to ensure standardized contact center operations.
- Navigate and maintain essential documentation, including contracts and warranty records, for seamless audit readiness and customer support.

Senior Virtual Assistant III

July 2015 – October 2019

SUPPORT ZEBRA, BARANGAY 26, G/F CLARO M. RECTO AVE, CAGAYAN DE ORO, 9000 MISAMIS ORIENTAL

- Manage contact center operations for a portfolio of 300+ clients, monitoring online reviews and diagnosing customer experience trends.
- Deliver error-free data entry and troubleshooting for high-volume orders using multiple CRM systems, maintaining 100% accuracy in customer records.
- Navigate new account onboarding processes, providing technical support to ensure successful platform adoption for new customers.
- Diagnose shipping logistics issues and manage order tracking to ensure timely delivery and a positive customer experience.

Product Support Representative

March 2014 – October 2014

SYNNEX CONCENTRIX CORP, BLOCK 2 LOT 3 TRADE ST. PUEBLO DE ORO IT PARK, 9000 CAGAYAN DE ORO, PHILIPPINES

- Deliver expert Technical Support by diagnosing complex product issues and providing clear solutions via high-volume inbound calls.
- Provide strategic Product Consulting based on Warranty Support guidelines and consumer needs, driving brand loyalty and satisfaction.
- Manage and update comprehensive consumer records in CRM, ensuring data accuracy for future troubleshooting and technical inquiries.
- Navigate technical databases to resolve warranty-related concerns, consistently meeting performance metrics for inbound call management.

Education

Bachelor of Arts in Mass Communication in Broadcasting

June 2012 – April 2014

Liceo de Cagayan University

Secondary level

June 2008 – April 2012

Bugo National High School

Additional Skills

Contact Center & Support: Contact Center Operations, Inbound Call Management, Technical Support, Troubleshooting, Customer Experience Management, Case Escalation, Call Routing, Customer Retention
Customer Success & Account Management: Customer Success Management, Client Relationship Management, Customer Retention & Renewals, Account Management, Onboarding, Customer Journey Optimization, Escalation Management, Stakeholder Management, Cross-Functional Collaboration, Churn Reduction

Technical Proficiency & Software: Microsoft Office, Salesforce, HubSpot, Zendesk, Google Workspace, CRM Navigation, Sage Intacct, Applied EPIC, PandaDoc, Asana

Specialized Support Knowledge: Operations Management, Product Consulting, Warranty Support,

Sales Incentive Program Knowledge, Billing and Accounts Receivable Management, Audit Readiness, Product Documentation, Team Leadership, Staff Performance Management, Recruitment and Interview Coordination, Process Improvement, and Client Relationship Management.

Communication Tools: RingCentral, Dialpad, 3CX, Intercom, Slack, Zoom, SnapEngage, Teams