

Voltaire G Infante Jr

81A Don Pedro Reyes St. corner Pedro Reyes St. Inner Circle Homeowners Association, BF Homes Parañaque,

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Profile: Extensive experience in consultative selling, customer service, marketing, research and client demonstration and presentations. Also experienced in writing and administrative work.

WORK EXPERIENCE

❖ May 2023 – November 2024 - Virtual Operations Manager – OwlStays

- **Managed a team of 8 Virtual Assistant agents, monitor their performance individually.**
- **Direct communication with clients/property owners.**
- **Handled Bookkeeping and Pricing Management for business using Quickbooks, Turnoverbnb, Airbnb, VRBO, Hospitable and PriceLabs.**
- **Direct access to clients' bank accounts. Mainly, credit and debit cards used for business to pay employees, cleaners, handyman, etc.**
- **Create new property listing using different types of Property Management Systems/Tools such as Airbnb, VRBO and other direct booking portals/websites.**
- **Create tasks for both management team and Vas using ClickUp.**
- **Interview new VA candidates.**
- **Train new Vas.**
- **New VA Orientation.**
- **Searched for new VA candidates.**
- **Handled cases through Airbnb.**
- **Provide support to VAs on a daily basis.**
- **Investigate cases such as issues on a particular listing and resolve it by communicating to our vendors.**

❖ July 2020 – 2023 - Inside Sales/BDM ADEC Innovations

- **Create and execute business development plans, working with other departments like marketing and sales to achieve company goals.**
- **Analyze market trends, research potential clients, and identify new areas for business expansion.**

- **Develop and maintain relationships with potential and current partners to create mutually beneficial collaborations.**
- **Create a pipeline of sales leads and work to convert them into paying customers, often being a key point of contact for potential clients.**

❖ **June 2018 – 2020 - Lead Generation Specialist - Verticurl WPP - DELL and Citrix**

- **Outbound calls to Australia and New Zealand to identify business needs, so account managers can call them back and provide client solutions.**
- **Providing customer with timely responses regarding product information, pricing and company information.**

❖ **September 2016 - 2018 - IBEX Global (Fitbit) –Technical Support via email**

- **Provides technical assistance to customers who are using Fitbit’s fitness trackers via email. This includes, replacements of defective trackers and setup of new ones.**

❖ **December 2013 – August 2016 - Progress Software (Microsoft CRM Dynamics/Office 365 – Barhead Solutions and Rollbase Philippines – Account Manager/Lead Gen**

- **Lead Generation / End to end selling**
- **Maintain business relationships with clients’/customer service**
- **Provide product demo (MS Dynamic CRM). Closing sales call over the phone.**
- **Maintain business relationships with clients’/customer service**
- **Providing customer with timely responses regarding product information, pricing and company information**

❖ **March 2010 – 2013 - Stream Global Services - Dell and Cisco Systems – TSR/Sales Development Rep**

- **Dell Technical Support Representative. Assist customers over the on how to fix their Desktop/Laptop. With upselling too.**
- **Cisco Systems – Generate Leads**
- **Analyze market trends, research potential clients, and identify new areas for business expansion.**
- **Create a pipeline of sales leads and work to convert them into paying customers, often being a key point of contact for potential clients.**
- **Appointment setting for existing qualified leads. This is mostly for closing with demo.**

❖ **SKILLS:**

- **Verbal and written proficiency in English and Tagalog.**
- **Computer – Literate, MS Excel, MS Word, MS PowerPoint.**
- **Able to create and manage listings through Airbnb.**

- Experienced in managing vendors and cleaners through Turnoverbnb.
- Experienced in handling and managing guests through Hospitable.
- Experienced in managing all listings on VRBO.
- Experienced in PriceLabs for determining the price per listings.
- Experienced in using Amazon to order supplies for each property.

❖ **ACHIEVEMENTS:**

- APJ Sales Strategy Workshop 2015 in Singapore
- Demo2Win 2014 in Singapore
- Top Seller for Fujitsu (Flat planet) 2013
- Cisco Sales Examination 2011-2012
- Top Seller for Cisco Systems 2010 to 2012
- Association of Information Security Policy 2015
- Microsoft Dynamics CRM training 2015 – 2016

✚ **EDUCATION BACKGROUND**

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|-----------|---|----------------------|----------------|-----------|
| SECONDARY | : | ST. Rita College | Parañaque | 1989-1991 |
| | : | Adamson University | Ermita, Manila | 1992-1994 |
| COLLEGE | : | AMA Computer College | Makati | 1994-1997 |

❖ **CHARACTER REFERENCE**

- Michael De Guzman – Inside Sales Manager – 0999 8832076 - Rollbase
- Rhoy Gregorio Maranan – Team Manager – 0949 5699480 – Accenture

✓ **TOOLS**

- Airbnb > Hospitable
- VRBO > PriceLabs
- Booking.com > Amazon
- TalentLMS > Adobe
- Google Admin > Google Spreadsheets
- ClickUp > Guesty
- Quickbooks > HubSpot
- Salesforce > Microsoft CRM Dynamics
- Siebel > Office 365
- OpenPhone > Live Chat