



MARIA SAMANTHA YOSORES

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PROFESSIONAL SUMMARY

Detail-oriented Virtual Assistant and Administrative Support Specialist with 5+ years of experience in customer service, operations, billing, and executive support. Skilled in managing high-volume communication, maintaining accurate records, coordinating tasks, and improving workflows. Proven ability to support teams remotely with efficiency, accuracy, and minimal supervision.

PROFESSIONAL EXPERIENCE

Executive Assistant (Real Estate)

Innovately / The Global Sourcing Group
Oct 2024 – Feb 2025

- Managed email communications, scheduling, and daily admin tasks
- Handled billing, payment tracking, and follow-ups
- Maintained organized records and documentation
- Coordinated with clients and internal teams for issue resolution

Business Operations Coordinator (Real Estate)

Liverez / Methodical Group
Jan 2024 – May 2024

- Processed billing and maintained accurate records
- Managed operational concerns and escalations
- Supported workflow improvements and documentation

Quality Analyst (Customer Experience & Billing)

Foundever (Sykes)
Jul 2023 – Feb 2024

- Conducted call audits and quality evaluations
- Identified trends and recommended process improvements
- Coached agents to improve customer satisfaction and performance
- Helped maintain internal knowledge base systems

Financial Services Representative (Billing Support)

Sykes Aug 2020 – Jun 2023

- Handled complex billing and payment concerns (US clients)
- Managed high-volume account inquiries and support tickets
- Assisted in process improvement and documentation updates
- Mentored new hires and supported training initiatives

Lead Generation Specialist

DCI IT Services Jan 2019 – Mar 2020

- Conducted outbound calls and lead qualification
- Verified client data and maintained accurate CRM records
- Coordinated with sales teams for lead conversion

Customer Service Representative

Qualfon Aug 2015 – Dec 2018

- Provided technical and customer support via phone
 - Met KPIs for resolution time and customer satisfaction
 - Assisted in upselling and retention efforts
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EDUCATION

Bachelor of Science in Business Administration

Major in Human Resource Development Management (Undergraduate)

University of San Jose–Recoletos, Cebu City

CORE SKILLS

- Administrative Support
- Email & Calendar Management
- Data Entry & Documentation
- CRM & Database Management
- Customer Support (Email, Chat, Phone)
- Billing & Payment Processing
- Lead Generation & Research
- Process Improvement
- Microsoft Office & Google Workspace
- Task & Time Management