



DALISAY MACABULIT

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PROFESSIONAL SUMMARY

Results-driven Virtual Assistant and Appointment Setter with extensive experience in outbound and inbound calling, lead qualification, appointment scheduling, CRM management, customer support, collections, and real estate coordination. Strong communication skills with a proven ability to engage prospects, qualify opportunities, handle objections, and convert inquiries into booked appointments. Experienced working with U.S.-based clients and fast-paced remote teams.

CORE SKILLS

Appointment Setting • Lead Qualification • Cold Calling • Inbound/Outbound Calls • CRM Management • Client Follow-up • Schedule Coordination • Real Estate Support • Customer Service • Case Management • Collections • MS Office • Fast Typing

PROFESSIONAL EXPERIENCE

Zenith LLC, Chicago, IL — Intake Specialist

July 2025 – August 2026

- Handled inbound and outbound calls to provide case updates and support client communication.
- Conducted initial client interviews for case assessment and gathered required information.
- Collected and organized documents for complete and timely submission.
- Reviewed and verified credit information for eligibility and compliance.

Smart LLC, Los Angeles, CA — Appointment Setter / Online Scheduler

December 2023 – June 2025

- Made inbound and outbound calls to prospective and existing clients to identify needs and schedule appointments.
- Qualified leads through targeted questions, identifying client needs and appointment suitability.
- Converted inquiries and qualified prospects into booked appointments while maintaining a professional customer experience.
- Managed calendars and coordinated appointment schedules with clients.
- Updated CRM records, documented client interactions, and maintained accurate follow-up information.
- Followed up with leads and prospects to support appointment show rates and sales opportunities.

SHOPVIDI B2B Online Marketplace, Atlanta, GA — Sales / Real Estate VA

October 2022 – November 2023

- Managed real estate listings, client coordination, and documentation.
- Responded to inquiries, qualified leads, and supported the booking process.
- Coordinated client schedules and maintained accurate records of interactions.

United Legal Group, California, USA — Collector

June 2016 – July 2020

- Contacted clients by phone to collect outstanding debts and negotiate payment arrangements.
- Reviewed account details and followed applicable debt-collection compliance requirements.
- Documented client interactions and updated payment status in the system.

Aegis People Support, Makati City, Philippines — Voice/Chat Support – Travel & Hospitality Booking

May 2010 – May 2016

- Handled customer inquiries through phone, email, and chat.
- Assisted customers with hotel, car, and flight reservations.
- Resolved customer issues, provided accurate information, and updated customer records.

EDUCATION

Holy Infant Jesus College — BSBA, Major in Management | 2002 – 2006 | **Graduate**

ADDITIONAL EXPERTISE

Case Management • CRM Systems • MS Office • Fast Typing • English • Filipino/Tagalog