



MA. CHELSI ISABEL VILLORIA

SALES AND CUSTOMER CARE SPECIALIST • VIRTUAL ASSISTANT

CONTACT

+63 994 695 3617

chelsivilloria@gmail.com

Tayabas City, Quezon
Philippines 4327

SKILLS

- Chat / Email Specialist
- Virtual Assistance
- Lead Generation
- Data Scrubbing | Scraping
- Customer Care Specialist
- Sales Development Specialist
- Appointment Setting
- Lead Qualification
- Telemarketing
- Technical Support

EDUCATION

2011 - 2015

Bachelor of Science in Financial Administration

Southern Luzon State University

- Full Academic Scholarship Recipient
- Student Assistant, Internal Auditor's Office
- Civil Service Examination Passer

LANGUAGES

English [Fluent]
Filipino [Native]



PROFILE

A results-driven Sales and Customer Care Specialist committed to ensuring customer satisfaction and driving company success. Skilled at resolving complex issues and building strong client relationships while consistently exceeding performance targets. Known for exceptional time management, prioritization, and critical thinking abilities. Calm under pressure, with a strong work ethic, integrity, and a positive attitude that consistently shines through.



WORK EXPERIENCE

Atlant Moving 1987 | North Carolina, US 2025 - 2026

Admin Support & Customer Sales/Support Representative

- Respond to customer inquiries and efficiently transfer qualified leads to the sales team for quotation and booking.
- Facilitate seamless communication and coordination among customers, sales representatives, and dispatch teams to ensure operational efficiency.
- Conduct proactive follow-ups with confirmed customers 2-3 days prior to scheduled moves to verify details and enhance customer satisfaction.
- Maintain accurate records through spreadsheet management, document filing, and digital uploads.
- Engage with cold leads through follow-up communications to nurture potential business opportunities.
- Perform various administrative tasks and special projects as assigned by the company owner.

URel VA Services | Batangas, PH 2025

Project-Based Map Data Scrubbing Assistant

- Reviewed and analyzed U.S. property data using the Land.ID platform to support land acquisition and investment decisions.
- Assessed property viability by categorizing lots as Good, Subdivide, or Potential Commercial/Commercial.
- Identified red flags such as wetlands, access issues, bad lot shape, neighbor ownership, slope problems, existing structures, or transmission lines.
- Cross-referenced parcel maps and satellite data to ensure accuracy and highlight potential development or resale challenges.
- Executed tasks independently with minimal supervision, ensuring accurate and timely data delivery.

Project-Based Email Marketer

- Carried out direct email outreach to retail stores and distributors, offering free samples of premium dealcoholized wines.
- Sent pre-written B2B emails targeting businesses aligned with organic, vegan, and sober-curious consumer markets.
- Managed and cleaned contact lists by tracking responses and bounce-backs manually.
- Researched and compiled verified contact details, including emails and phone numbers, to support outreach efforts.
- Operated independently under the guidance of a designated point of contact to support ongoing campaigns.

2022 - 2025
Enshored, Inc
Pasig City, Metro Manila PH

Customer care specialist and appointment setter | **AutoNation Mobile Service**

- Managed inbound chats and calls from customers seeking vehicle mobile service appointments and post-service assistance.
- Ensured seamless client interactions and follow-ups to foster customer loyalty and retention.

Lead Generation Expert | **Enshored Grow**

- Generated potential leads for various clients through targeted outreach and research.
- Conducted in-depth customer and business research to identify new opportunities.
- Provided accurate, timely reports and insights to management for informed decision-making.

Content Claiming Specialist | **Studio 71**

- Reviewed and assess potential copyright claims for original video content.
- Filed claims for audio, visual, and audiovisual content to protect intellectual property.

Buyer Support | **Paddle**

- Managed email and inbound calls for a software reseller, providing exceptional customer support.
- Assisted software customers with payment inquiries, invoice management, and account-related issues.
- Troubleshoot basic software license issues, ensuring quick and effective resolutions.
- Led and facilitated team huddles to calibrate processes and update all members on the latest procedures.

2023 - 2025
ThriveState Square
Dubai, UAE

Project-Based Appointment Setter

- Contacted US-based leads interested in buying property in Dubai or joining the Dubai Insider's Club for access to exclusive off-market investments.
- Scheduled appointments with qualified prospects for follow-up by sales or investment consultants.
- Handled outbound B2C calls during campaign periods targeting real estate investors and lifestyle buyers.
- Also supported US campaigns (mainly in California) for bathroom renovation services, setting appointments with interested homeowners.
- Maintained accurate lead records and ensured timely follow-ups to maximize booking rates.

2020 - 2022
Careerist
Florida, USA

Sales Qualifier, Appointment Setter

- Played a key role in generating closed leads through efficient qualification, cold calling, and appointment setting.
- Managed over 150 calls daily, while also providing email and chat support.
- Assisted the manager and team lead in tracking sales, while helping newly hired qualifiers transition quickly and effectively.
- Updated and maintained client information in the CRM to ensure accurate and up-to-date records.

2022 - 2022
Novul Solutions
Virginia, USA

Sales Development Specialist

- Contacted potential clients to offer staffing solutions for veteran IT and cybersecurity professionals.
- Assessed client needs and scheduled meetings for the sales team.
- Managed and updated CRM systems, tracking leads and client interactions.
- Assisted in migrating client and lead data between CRM platforms, ensuring accuracy.
- Managed email campaigns in Mailchimp, monitored bounce rates, and executed email maps as designed by specialists.
- Maintained communication with leads and clients for continued engagement.
- Conducted interviews with potential veteran IT and cybersecurity professionals for client placements.

2022 - 2022
No.Rush
Auckland, NZ

Appointment Setter, Virtual Assistant

- Contributed to the successful completion of the campaign, helping acquire new clients and drive product sales.
- Managed and fulfilled orders through Shopify, ensuring timely and accurate processing.
- Coordinated and dispatched product shipments to customers.
- Tracked sales performance and updated client statuses in the CRM for seamless communication and follow-up.

2020 - 2020
DealerFocus
New York, USA

Appointment Setter

- Primarily responsible for scheduling vehicle service and repair appointments using five different scheduling systems.
 - Responded to client emails and inquiries, ensuring timely and accurate communication.
 - Coordinated with relevant departments by forwarding customer concerns for further assistance.
 - Managed a high volume of 70-100 calls daily, ensuring efficient call handling.
 - Transferred calls to appropriate teams for specialized support and resolution.
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2018 - 2020
Concentrix Philippines
Laguna, PH

Customer Care Representative

- Provided exceptional customer service for a U.S.-based telecommunications company, assisting customers with billing inquiries, optimizing their plans, utilizing available resources, and advocating for the brand.
 - Delivered basic troubleshooting support for mobile phones and broadband devices.
 - Excelled as a chat support expert during the company's transition from voice to chat support.
 - Consistently met and exceeded all performance metrics throughout my tenure, consistently achieving set goals.
 - Recognized as the first agent in the nesting/transition phase to pass all random calls evaluated by Quality Assurance.
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2017 - 2018
Conduit_KGB Philippines
Laguna, PH

Customer Support Representative

- Averaged 30 calls daily, assisting customers with account inquiries, new plans, available offers, making changes, and creating new services. Also handled technical concerns, providing long-term solutions based on customer needs.
 - Consulted with customers to assess their needs, identifying and addressing any underlying issues.
 - Educated customers on available options and services to ensure the best possible experience.
 - Consistently enhanced customer satisfaction by expertly resolving conflicts, issues, and concerns.
 - Achieved a 100% VOC score for consecutive months from May 2017 to January 2018, with strong performance continuing in the following months.
 - Maintained a 100% customer satisfaction rating on the latest scorecard, 10% higher than the company average.
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2015 - 2017
Alorica Philippines INC
Batangas, PH

Technical Support Representative

- Managed 30+ calls daily, addressing customers' technical concerns, retrieving data for resolution, presenting relevant product information, and generating orders for additional services and products.
 - Trained regularly through company-led sessions to enhance customer handling skills and improve service delivery.
 - Achieved recognition as the 3rd top VOC scorer within the cluster for the 2016 fiscal year.
 - Consistently maintained a 100% customer satisfaction rating on the latest scorecard, 24% higher than the company average.
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2015 - 2015
Smart Communications
Laguna, PH

Sales & Customer Service Representative

- Assisted customers with prepaid, postpaid, and pocket WiFi plans.
- Processed plan applications, SIM activations, and account updates.
- Provided basic tech support for mobile and data services.
- Handled billing inquiries, plan upgrades, and SIM replacements.
- Promoted products, services, and ongoing Smart promos.
- Maintained store inventory and ensured accurate customer records.