

JUN CARL LERONA

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Saekyung Village 1, Phase 3, Bldg.304, Lapu-lapu City, 6015, Philippines

Virtual Assistant | AppointmentSetter | LeadGenerationSpecialist | Customer Support Expert

Results-driven Virtual Assistant with 14+ years of experience supporting businesses in customer service, appointment setting, lead generation, real estate operations, and administrative support.

Skilled in managing client communications, qualifying leads, scheduling appointments, and maintaining accurate CRM records. Recognized for strong communication skills, reliability, and the ability to build positive customer relationships that drive business growth.

Core Competencies

Appointment Setting • Lead Generation • Cold Calling • Customer Service • Virtual Assistance • Real Estate Support • Calendar Management • Email Management • CRM Management • Data Entry • Administrative Support • Client Relationship Management

Tools & Platforms

- Google Workspace (Gmail, Google Docs, Sheets, Calendar, Drive)
 - Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
 - CRM Systems (Salesforce, HubSpot, Zoho CRM, and other customer management platforms)
 - Slack
 - Zoom
 - BoomTown CRM
 - Zoho Applications
 - Zillow and Real Estate Platforms
 - Email Marketing Tools
 - Lead Generation and Prospecting Platforms
 - Data Entry and Database Management
 - Web Research and Market Research
 - Appointment Setting and Calendar Management
 - Customer Relationship Management (CRM)
 - Lead Qualification and Pipeline Management
 - 8x8 Dialer
 - MicroCEP
 - MicroSIP
 - Sobot
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Professional Experience

Freelance Virtual Assistant | June 2019 – Present

- Provided virtual assistance and administrative support to multiple international clients across various industries (Real-Estate, Food Delivery, Dropshipping, and Furniture Retail)
- Managed inbound and outbound customer communications through phone, email, and live chat channels.
- Maintained CRM databases, ensuring accurate customer records and timely follow-ups.
- Scheduled appointments, coordinated calendars, and streamlined daily operations.
- Assisted in customer retention by delivering professional and responsive support.

Spearbiz – Lead Miner / Appointment Setter | January 2024 – October 2025

- Identified and qualified high-potential leads through targeted prospecting and market research.
- Conducted outbound cold-calling campaigns to generate sales opportunities and schedule appointments.
- Executed email outreach campaigns that increased client engagement and response rates.
- Maintained accurate lead databases and CRM records for sales teams.
- Collaborated with management to improve lead-generation strategies and conversion opportunities.

Teleconnect Business Services / Appointment Setter | February 2012 –

May 2019

- Assisted homeowners and property buyers throughout the real estate transaction process.
- Scheduled consultations, property viewings, and follow-up appointments for agents and clients.
 - Managed client communications and maintained organized documentation.
 - Coordinated administrative workflows to improve operational efficiency.
 - Delivered exceptional customer service, contributing to positive client experiences and repeat business.
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References are available on request.