

AURORA CORAZON M. TING

Cebu City, Cebu 6000

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PERSONAL INFORMATION

BIRTHDATE	: February 25, 1986	CITIZENSHIP	: Filipino
BIRTHPLACE	: Cebu City	HEIGHT	: 5'2
CIVIL STATUS	: Married	WEIGHT	: 110 lbs
GENDER	: Female	COMPLEXION	: Fair
INTEREST	: Music, People, Travel		

OBJECTIVE

Utilize my knowledge, skill, great work attitude and excellent service under excelling company.

EDUCATION

Post Graduate	Southwestern University	2012	Master of Arts in Nursing – Nursing Service Administration Urgello, Cebu City
College	University of San Carlos	2007	Bachelor of Science in Nursing Nasipit Talamban, Cebu City
Secondary	University of San Carlos	2003	Girls High School Department J-Alcantara St. Cebu City
Primary	University of San Carlos	1999	South Grade School Department J-Alcantara St. Cebu City

EXPERIENCES

- PAMS Consultancy – Admin Support/General Virtual Assistant August 2015 – Present
 - Provide administrative support
 - Manage calendars
 - Screen incoming calls & email correspondence
 - Email management
 - Electronically file, and track a variety of business documents
 - Exporting data
 - Manage, review and gather documents in a timely manner
 - Manage social media accounts
 - Make outbound calls
 - Seller Leads - Cold calling / Prospecting calls
 - Just Listed
 - Just Sold
 - Absentee
 - Expired
 - Buyer Leads from client's CRM
 - Follow up Nurture leads
 - Answer incoming calls - customer query

 - Track Pipeline for all agents in the team
 - Daily Lead Generation Plan for all agents in the team
 - Prepare Packets
 - Listing Packets
 - Buyer Packets
 - Recruiting Packets
 - Real Estate Forms
 - Manage Database
 - MLS Reports
 - Zillow Reports/Exporting Leads
 - Edge Marketing Materials/Pieces

like flyers, postcards, doorknockers, PermaFlyers etc

- Myoutdesk – General Virtual Assistant March 23, 2015 – June 21, 2015
Provide administrative support
Manage calendars
Screen incoming calls & email correspondence
Email management
Electronically file, and track a variety of business documents
Exporting data
Manage, review and gather documents in a timely manner
Coordinate with other coordinator
- Convergys – Sales and Service Representative 2 November 2012 – December 2014
Receive and troubleshoot inbound calls for cable, high speed internet and digital home phone.
Assist Customers with their billing queries/disputes.
Up sell additional products tailored to customer’s need.
- BAGA Perpetual Succour Hospital – Pulmonary Nurse September 2010 – July 2011
Nebulize infant to old age patients with prescription.
Prepare, hook, maintain and troubleshoot pulmonary ventilator machines hook to a patient with pulmonary doctor’s order in various hospitals and home care patients.
Administer Flu vaccines and other vaccines of the same type.
Receive payment from patient under mechanical ventilator’s care
- ETELECARE GLOBAL SOLUTIONS – VIB Team Umpire / Sales June 2007 - June 2009
Assist team lead in handling a team.
Assist training team in their transition phase from training to production.
Meet deliverables such as timesheet for the team’s attendance, daily-weekly and monthly performance report.
Received Inbound calls and educate caller/customer about the voice over the internet phone and its packages.
Convert and close a sale from the calls being received.
Up sell additional features.

CHARACTER REFERENCE

- Convergys Philippines (032) 402 2721
- Crullan Jumud 09399139160
Convergys – Supervisor/Team Lead
- JudyLou Delos Reyes 09173055821
Convergys – Sales and Service Representative 2
- Richard Mack 09324787336
Convergys – Sales and Service Representative 2
- Breathe Always Good Air (032) 412 4050
- Ma. Concepcion Tan 09324308030
BAGA PSH – Pulmonary Nurse
- Lean Fernandez 09198110414
Etelecare Global Solutions – Sales Representative