



# JOAN PEREZ

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Administrative assistance
- Project management
- B2B Lead generation
- Technical support
- Email management
- Email marketing
- Graphic design

## TOOLS

Notion  
Basecamp  
Googleworkspace  
Slack  
Mailchimp

## PERSONAL PROFILE

An **Virtual Assistant & Pre-Sales Engineer** with 7 years experience in telecommunication industry, skilled in coordination, implementation and technical support. I bring valuable virtual assistant experience in Lead generation and administrative support, including market research and CRM management, Eager to leverage my expertise to drive results and support client success in any virtual role.

## WORK EXPERIENCE

### FREELANCE VIRTUAL ASSISTANT

#### Blu Wing Security | Aug 2023 - April 2024

- Conducted comprehensive market research to identify key trends, competitors, and potential opportunities within the security services sector of the real estate industry.
- Utilized various tools and resources to identify decision-makers and stakeholders within target organizations, ensuring accurate and up-to-date contact information.
- Managed Customer Relationship Management (CRM) databases to track leads, contacts, and interactions, ensuring data integrity and effective communication with prospects.
- Collaborated with team members to develop and implement targeted outreach strategies, including email campaigns and follow-up communications, to nurture leads and drive conversions.

### PRE-SALES & DESIGN ENGINEER

#### SMS Global Technologies | Digital In-Building Systems Inc. | 2018–2024

- Present technical proposals and presentations that are compelling to potential clients, clearly articulating the advantages and viability of suggested technical solutions
- Develop enduring connections with customers by attending their technical and commercial meetings, offering continuing assistance, and looking for chances to provide them with more services or upgrades.
- Project Coordination Implementation Monitoring and Supervision
- Maintained positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and customer satisfaction.



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VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Market research
- Appointment Setting
- Social media marketing
- Content creation
- Customer support
- Technical documentation
- Website Design & Creation

## TOOLS

Hootsuite

Meta Business Suite

Canva

Wix , Wordpress

HTML, Javascript, CSS Github

## PERSONAL PROFILE

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## WORK EXPERIENCE

### VIRTUAL ASSISTANT TRAINEE

[Surge Marketplace Aca](#) | February 2022 - May 2022

- Training General Virtual Course and provide portfolios
- Creation of Branding and Logo, Optimized Social Media Profiles, Create Social media contents and manage schedule posting, Create basic website, email marketing and lead generation, Create blog post, copywriting and include SEO and keywords search on it. create Facebook ads
- Received Exemplary award Gold Certificate

### PART-TIME INSURANCE AGENT

[Pru Life UK](#) | July 2021 - Aug 2024

- Identify and develop new client relationship through networking and referrals
- Conduct thorough needs assessments to recommend appropriate insurance products
- Present and Explain policy options, coverage details, pricing and Investment details
- Provide exceptional customer service throughout the sales process and Stay up-to-date with industry trends and changes in insurance regulations

## EDUCATION HISTORY

[National University - Manila](#)

- BS Electronics Communication & Engineering
- Internal Auditor, National University Integrated ECE Society
- SM Foundation Scholar