HANNAH LOIS ALICANDO

FREELANCE VIRTUAL ASSISTANT | ADMINISTRATIVE • CUSTOMER SUPPORT • SALES

Phone	Email	Location
09709928987	hannahlois0802@gmail.com	Infanta, Quezon, Philippines

PROFESSIONAL SUMMARY

Versatile Freelance Virtual Assistant with experience supporting sales, customer service, lead generation, digital marketing, scheduling, CRM management, and administrative tasks. Skilled at communicating with customers and decision-makers, keeping information organized, following up on leads, and handling high-volume work with accuracy. Adaptable and ready to support businesses across different industries and niches.

SERVICES I CAN PROVIDE

- General administrative support
- Email & calendar management
- Data entry & documentation
- Lead generation & prospect research
- Appointment setting & scheduling
- Customer support & follow-ups
- CRM updating & lead tracking
- Outbound & inbound call support
- Basic digital marketing support

CORE STRENGTHS

- Excellent written & verbal communication
- Highly organized & detail-oriented
- Strong time management & multitasking
- Customer-focused and professional
- Accurate record keeping
- Problem-solving & independent work
- Fast learner and adaptable
- Consistent follow-through

RELEVANT EXPERIENCE

COLD CALLER | APPOINTMENT SETTER Boogie Team | Oct 2024 – Mar 2026	Generated and qualified leads, scheduled appointments, handled objections, maintained CRM records, and consistently worked toward call-volume and conversion targets.
DIGITAL MARKETING STRATEGIST | B2B OUTBOUND CALLER Concentrix | Jul 2023 – Sep 2024	Conducted B2B outreach and managed Google Ads campaigns; monitored performance, communicated with clients, and supported digital marketing objectives.
CUSTOMER CARE ASSOCIATE | INBOUND SALES Sitel & Transworld System Inc. | Mar 2022 – Jun 2023	Handled customer inquiries, reservations, modifications and cancellations; maintained accurate records and delivered efficient, personalized customer support.

TOOLS & PLATFORMS

CRM & Sales: Salesforce, HubSpot & CRM lead tracking Marketing: Google Ads, Google Analytics, Google Tag Manager Productivity: Google Workspace, Microsoft Office, Zoom, Slack Travel/Booking: Agoda, Choice Hotels Reservation System, ALL – Accor Live Limitless

WHAT YOU CAN EXPECT

Reliable communication, organized task management, accurate documentation, proactive follow-up, and professional support that can adapt to your business processes—whether you need help with administration, customer service, sales, marketing, or day-to-day operations.

EDUCATION

Bachelor of Elementary Education — Northern Quezon College Inc.