



Juniel Tumamos

**Seasoned Executive Virtual Assistant
Multi-Channel Lead Generator
LinkedIn Lead Generator**

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Professional Summary

Dynamic and detail-oriented Executive Virtual Assistant with over 15 years of experience in administrative support, recruitment assistance, and sales development. Proven ability to efficiently manage the calendars of multiple executives while maintaining professionalism and facilitating smooth communication among stakeholders. Adept at optimizing operations through effective scheduling, event coordination, and CRM database management. Skilled in leveraging digital tools and social media platforms for lead generation, client engagement, and marketing initiatives. Demonstrated expertise in recruitment processes, from candidate screening to onboarding, while fostering strong client relationships and ensuring excellent customer service. Committed to delivering results and enhancing organizational effectiveness through strategic planning and proactive problem-solving.

Experience

June 1, 2018 - March 1, 2024

DiverseForce LLC, PA – *Executive Virtual Assistant to the CEO & Recruitment Assistant*

- Screen and direct phone calls to the correct person or take messages.
- Act as the point of contact among executives, employees, clients and other external partners.
- Manage information flow in a timely and accurate manner.
- Manage calendar schedules for multiple executives, set up meetings and create travel itineraries when traveling.
- Sending invoices and update payments to vendors
- Take minutes during meetings.
- Provide general administrative support to the entire team/department.
- Optimize time through effective calendar management, coordinating internal and external forums like staff meetings and annual business planning/reviews.
- Update the CRM database for the outcome of the conversation.

- Project management using Monday.com
- Updating posts on all social media channels.
- Creating graphics for social media using Canva
- Walking the clients from onboarding up to the entire term.
- Coordinate people and processes to ensure the projects are delivered on time and produce the desired results.
- Maintained organization charts and internal email aliases, and supported travel and expense arrangements.
- Schedule and coordinate special events and meetings as needed (company events, off-sites, lunch/ dinner engagements/ business reviews/ all hands, etc).
- Responds to customer inquiries via phone, chat and emails.
- Support all ad-hoc day-to-day activities.
- Performing recruitment duties such as scheduling interviews, updating the calendar accordingly, answering phone calls, and monitoring emails.
- Working closely with the Recruitment Director to maintain the candidate database and handle any relevant paperwork.
- Preparing and posting job advertisements online and in print media.
- Screening candidates by performing background checks and verifying their qualifications and experience.
- Creating, optimizing and enhancing SOP's to be used for company standard processes and procedures
- Following up with candidates during the recruitment process, like shortlisting callbacks or rejection emails.
- Resolving issues such as interview cancellations swiftly.
- Assisting successful candidates with the onboarding process, including preparing documents and coordinating orientation agendas.
- Planned graphics for Social Media postings
- Utilization of AI tools for easier communication and outcome (Slack, Canva, Google Suite)
- Uploading content to the website
- Performs weekly and monthly checks on the website security
- Conducts business research to potential contacts for businesses for networking
- Customer Service representative for DiverseForce
- LinkedIn Lead Generation for recruitment and business networking

August 17, 2017 - May 30, 2018

Demand Science, Davao PH (Callbox Sister company) – Sales Development Manager

- Coordinating the team members and making sure that everything is in place
- Pitching and presenting at the boardroom level to generate new leads to create more sales.

- Maintaining customer relationships and ensuring customer loyalty through excellent customer service as well as meeting all client needs appropriate to their business.
- Collaborating with the other managers and reporting the status of the project
- Reporting to the clients and updating them at the current stage of the project as to how many percent of its completion.
- Gathering/generating leads via calling, email marketing and LinkedIn Marketing and scheduling demonstrations and sales presentations
- Pre-qualifying leads based on target specifications
- Making sales presentations to interested prospects and sending proposals
- Making a constant follow-up to prospects to whom I sent proposals until such time they signed the contract

August 2014- August 15, 2017

Callbox Sales and Marketing Solutions, Davao PH – *Account Manager's Executive*

- Create daily lead sources from all channels especially calling, email marketing and LinkedIn Lead Generation & Marketing.
- Communicating and reporting to clients for the status of the campaigns, kick-off meetings and trouble shootings.
- Utilizes Hubspot, Pipedrive, Waalaxy, Apollo, LinkedIn Sales Navigator, Manta, Zoominfo, Dun & Bradstreet, Jigsaw.com, and other business database and enhancement tools for lead generation, list building and data profiling and email marketing.
- Making outbound telephone calls to prospective companies who want to utilize our service.
- Make sales presentations with companies who want to expand their reach to their target market.
- Maintain a professional and courteous manner with all prospective accredited businesses.
- Accurately and truthfully explain all benefits, processes and costs of utilizing our service and describe the mission of the company.
- Develops leads from city and telephone directories, trade and professional association membership lists, and other public records.
- Other duties may be assigned.
- Answering incoming calls for my Account Manager who inquires Callbox services.
- Doing follow-up calls to prospects who express interest in a certain product and setting them up to the appointment.
- Aside from utilizing the social media platform, I also maximize the email marketing platform using MailChimp, Vertical Response, Constant Contact, iContact, SMTP and SendBlaster to directly engage the target market
- Check emails and prioritize urgent ones, and check the calendar for meetings.
- Lead Nurturing Tools - based on results/as needed for the campaign: revise schema, email templates (subject line and/or content) -- Note: should meet target open/reply rate.
- Confirmation emails of appointments.

- Pre-qualify leads for the quality of campaigns assigned.
- Create/revise campaign scripts in coordination with calling agents.

August 2008 – August 2014

Callbox Sales and Marketing, Davao PH – *MultiChannel Telemarketer Lead Generator focus on LinkedIn Lead Generation and LinkedIn Marketing*

- Create daily lead sources from all channels especially calling, email marketing and LinkedIn Marketing
- Making outbound telephone calls to prospective companies who want to utilize our service.
- Make sales presentations with companies who want to expand their reach to their target market.
- Maintain a professional and courteous manner with all prospective accredited businesses.
- Accurately and truthfully explain all benefits, processes and costs of utilizing our service and describe the mission of the company.
- Scrape business data from all sources of the internet and verify it through calls or LinkedIn
- List building and data profiling using a business database that fits within the target specification of the clients such as Annual Revenue, Job Title, SAIC/NAIC Codes, Location and other filters.

Education

June 2018 - March 2021 (Graduate)

Rizal Memorial Colleges, Davao City

Bachelor of Secondary Education (Mathematics major)

June 2003 - October 2008 (Graduate)

Central Mindanao University, Musuan, Maramag, Bukidnon

B.S. in Home Economics (Major in Food Business Management)