



CHRISTOFFERSON FLORES

Virtual Assistant

PROFESSIONAL SUMMARY:

I am an experienced professional with a strong background in Real Estate Property Management, Home Improvements, Sales and Cleaning Services. I have developed a results-driven approach to achieving business goals, with expertise in communication, negotiation, and management. These skills have been honed through my diverse experiences. I am seeking an opportunity to continuously grow both personally and professionally.

EDUCATION

INFOTECH Institute of Arts and Sciences

2017 – 2019

Computer Science & Information Technology

EXPERTISE

Project Management

Appointment Scheduling

CRM Management

Understanding Sales Softwares

SKILLS & COMPETENCIES:

Excellent Communication Skills
Good Management skills
High Empathy
Fast Learner
Strong Negotiation Skills
Detail-Oriented
Problem Solver
High Efficiency in Administrative Tasks
Well Versed in Google Workspace and MS Office

SEMINARS AND TRAINING ATTENDED:

- GoHighLevel Features Utilization & Training
- Sales Funnel Management & Automation
- Appointment Bookings Management
- SMS & Email Marketing Management
- ASANA Project Management Utilization
- Calendar Management
- Leads-Generation Training
- Data Scraping/Mining/Skip-Tracing Training
- Pre-Qualifying Leads Training
- Cold Calling Training
- Phone/Dialer Utilization
- First Aid Certification (Red Cross Philippines)
- (HIPAA) Compliance & Certification
- Time & Self-Management Workshop (INFOTECH)

WORK EXPERIENCE:

Portfolio Manager - Resident Coordinator

Evernest Properties | January 2024 - August 2025

- I managed a portfolio of 450-500 properties in Birmingham, AL, delivering excellent customer service and maintaining strong relationships with residents. I provide comprehensive resident services throughout their tenancy, from move-in to move-out.
- I handled maintenance requests such as HVAC, plumbing, and different types of work orders to ensure that the properties under my portfolio are all inhabitable and follow the mandated laws by the Housing Authority.
- Offer and prepare lease renewals. I am to handle the delinquencies and help the onsite property manager/attorney in posting the eviction notice or filing an eviction case.



Appointment Setter (Team Supervisor)

Homecraft Gutter Protection

April 2021 - September 2024

- Assigning available representatives to provide estimations, inspections, and quotations for home improvement projects, including gutter cleaning, replacement, installation of gutter systems, and gutter guards.

★Promoted as Team Supervisor

- Ensuring that the agents are following the SOPs and embracing the company's core values.
- Review and listen to leads set by agents to ensure they are qualified leads. Handling our Sales Rep schedules and reschedules for no-shows and ensuring that there are no missed bookings.
- Provide a phone quotation based on property searches conducted online to provide an initial (non-official) estimation for potential clients.



Appointment Setter

EXP REALTY (KP ELITES TEAM - ARIZONA)

January 2020 - March 2021

- My goal with the leads I am dialing is to have them on the line and get them pre-qualified. I am to identify if they are the property owner, if they are selling, or buying, to know their timeline, selling price (for sellers), budget (for buyers), and if there are updates/upgrades made recently to their house. I am to get their details or verify what's available on my end. Set an appointment/discovery call with a realtor from our team.



Customer Service & Sales (Team Supervisor)

TruckerPath | December 2018 - January 2020

- Customer Service & Sales: Provided customer support for issues related to Electronic Logging Devices (ELD), Portal, and Applications. Guided customers through troubleshooting processes from basic to advanced, ensuring the timely resolution of technical issues. Consultative selling of ELD devices, truckerpath portals, and trucker phone applications.

★Promoted as Team Supervisor

- Promoted to Team Lead, managed the customer service team, ensuring they are hitting their targets and KPIs.

