

CHING MAE MATIAS

PROFILE

Hardworking and dedicated worker with a strong commitment to excellence and efficiency. Highly disciplined, with a proven track record of perfect attendance and punctuality. Experienced in multitasking, handling physically demanding tasks, and working in fast-paced environments. Consistently promoted to leadership positions in previous jobs due to strong work ethic, reliability, and ability to guide and support team members. Skilled in teamwork, adaptability, and following workplace safety and productivity standards. Eager to apply my experience, discipline, and dedication to contribute to the success of your company.

WORK EXPERIENCE

General Administrative Virtual Assistant

Withers Insurance- California USA

February 10, 2025- January 02, 2025

- Managed renewals and performed accurate data entry for personal lines insurance policies.
- Responded to client and agency email inquiries; prepared and sent insurance documents.
- Organized digital files and maintained accurate records within the agency management system.
- Monitored renewal expiration lists, followed up on payments, processed transactions, and resolved billing issues.
- Entered and uploaded new business data into the agency management system.
- Supported two licensed agents with quoting, endorsements, mortgagee changes, cancellations, sending COI's and other policy servicing tasks.
- Input payment due dates and follow-up information into the calendar prior to the due date to ensure clients and mortgage payments are made on time.

Administrative Virtual Assistant

Coverdesk PH- Malolos, Bulacan

July 3, 2024- January 13, 2025

- Assist account managers in quoting Home, Auto, Flood, Renters, and Condo insurance across TX, FL, MN, and AZ.
- Processed client-specific requests, including endorsements, coverage/deductible adjustments, and mortgagee changes.
- Prepared new business and remarket quotes.
- Maintained organized documentation and tracked tasks for timely follow-ups and completion.
- Organized digital files and maintained accurate records within the agency management system



CONTACT

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Pinalagdan, Paombong, Bulacan

EDUCATION

2018-2024

Bulacan State University Main
BS Hospitality Management

2016-2018

La Consolacion University Philippines
Accountancy Business Management
(ABM Strand)

2012-2016

Paombong High School Inc.
Junior High School

SKILLS

- Data Entry
- Proficient in MS Office & Google Workspace
- Email Management
- Highly organize and efficient
- Ability to work independently and as part of a team.
- Proven leadership skills and ability to motivate.
- Proficient in using Canva.
- Calendar, Schedule Management

Chat Support/Business Page Manager/ Team Leader

ShoeToGoPH (Remote) - Quezon City, Manila

February 24, 2020- December 15, 2023

- Manage 20 Facebook pages using Business Suite, including sharing posts in the marketplace to increase visibility and sales.
- Respond promptly and professionally to all customer inquiries and concerns across all platforms.
- Record daily sales by inputting customer orders into Excel for accurate monitoring and reporting.
- Track team performance using Excel and provide coaching on effective customer service strategies to improve results.
- Oversee payroll processing for team members, including preparing and distributing pay slips and addressing any work-related concerns. Provide regular feedback and updates to management on team performance and customer trends.

Sales Representative / Team Leader

Frontrow International- Baliuag, Bulacan Branch (Flexible)

April 16, 2018- December 29, 2020

- Presented product information to prospects, explaining product benefits and earning opportunities.
- Managed social media posting, responded to customer inquiries, and boosted page engagement.
- Handled payments and coordinated product delivery.
- Led and managed a team of 10 members by providing sales strategies, converting prospects into business partners, and training them on effective product presentations.

REFERENCES

Erica Marie Francisco

Coverdesk SME

Phone: 0921-596-6119

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Janin Dino

ShoeToGoPH Owner

Phone: 0969-635-5777

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I hereby attest that all information given were true, correct and accomplished in good faith and verified to the rest of my knowledge and belief.

TOOLS THAT I USED:

CRM & AGENCY MANAGEMENT SYSTEM



AGENCY ZOOM



AMS360



APPLIED EPIC



CANOPY CONNECT



EZLYNX



HAWKSOFT



SALES FORCE

EDITING TOOLS



CANVA



CHAT GPT



CAPCUT



GEMINI



WIX

OFFICE SUITE & FILE STORAGE



GOOGLE WORKSPACE



MICROSOFT 360



DOCUSIGN



META BUSINESS SUITE



LIGHT SPEED VOICE



NORD VPN



TEAM VIEWER



ZOOM