

MARY ALVIS

Virtual Assistant

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EXPERIENCE

Virtual Assistant

Freedom Capital (White Bunnie)

📅 05/2024 - 05/2025

Current Position

As a Virtual Assistant supporting a Canadian mortgage company, I play a key role in both loan processing and client service operations. My responsibilities span across administrative support, compliance coordination, and customer relationship management.

- **Client Information Management:** Gather and organize essential client data, including personal, financial, and property-related documentation.
- **Document Verification:** Review submitted materials for completeness, accuracy, and timely submission.
- **Compliance Support:** Assist in conducting compliance checks to ensure adherence to provincial and federal lending regulations.
- **Data Entry:** Input client and loan information accurately into CRM systems and relevant financial software.
- **Digital File Management:** Maintain an organized and secure digital filing system for efficient access and retrieval of loan documents.
- **Inquiry Handling:** Respond promptly to client inquiries via phone, email, and chat, providing accurate information and assistance.
- **Client Follow-ups:** Monitor loan progress and maintain regular communication with clients regarding outstanding items or updates.
- **Customer Service:** Deliver exceptional service to ensure a smooth and positive loan experience for clients.
- **CRM Maintenance:** Keep CRM records up to date with contact details, loan status, communication logs, and notes.
- **Lead Generation:** Conduct research and outreach to potential clients to support business growth and opportunity development.
- **Technical Support:** Identify and report Salesforce issues to the relevant team to ensure timely resolution.

Talent Acquisition Senior Consultant

Hotelogix

📅 02/2023 - 07/2023

A leading hotel management software provider

- Identified and filled job openings, conducted interviews and maintained application records
- Responsible for sourcing and hiring IT professionals for technical positions
- Posted jobs on various job portal platforms
- Conducted telephone, video, and in-person interviews
- Offered job positions and managed relevant paperwork
- Tracked all applicants and kept them informed about the application process

Tech Support Specialist

Zuppler India

📅 06/2020 - 10/2022

A company specializing in food ordering and delivery solutions

- Handled client calls related to their accounts and raised disputes
- Provided guidance on troubleshooting client devices
- Managed escalations from different departments and provided resolutions
- Assisted in Client Menu configuration
- Built reports for the clients

SUMMARY

I am a dynamic and solution-oriented professional with over 8 years of experience in the service industry. My career reflects strong results in change management, project execution, stakeholder engagement, and vendor relations. I excel in using technology platforms to enhance service delivery and am dedicated to continuous improvement and client satisfaction

STRENGTHS



Skills Overview

Skilled in relationship management, policy development, and troubleshooting, with a strong ability to lead and maintain control in high-pressure situations.

KEY ACHIEVEMENTS



Star Performance

Achieved a 0% error rate and received client appreciation for outstanding performance

SKILLS

Asana	Freshdesk	ZenDesk	Gmail
Salesforce			

COURSES

Pursuing AI courses



EXPERIENCE

Tech Support Executive

Tech Mahindra

📅 09/2019 - 06/2020

A multinational provider of IT services and business process outsourcing

- Helped customers in troubleshooting their devices
- Conducted quality sampling for the team
- Provided coaching and mentoring to new hires

Chat - Senior Executive

Zomato India Pvt. Ltd

📅 05/2017 - 08/2019

An online food ordering and delivery platform

- Provided accurate information in response to customer inquiries
- Addressed customer service inquiries in a timely manner
- Checked with delivery riders for order status
- Properly directed inbound chats to improve call flow

Customer Service Associate

Inter Globe Technologies

📅 05/2014 - 05/2017

A leading provider of customer service solutions

- Provided customer support and prepared travel itineraries
- Acted as a liaison between airline companies and customers
- Trained new employees on customer service and upselling
- Arranged accommodations and booked tours to Asia for clients

CSA (Collections Team)

Genpact

📅 03/2013 - 04/2014

A global leader in business process management and services

- Called customers to remind them of payments
- Prepared and sent notifications for overdue payments
- Handled escalated issues regarding collections
- Performed audits of accounts

EDUCATION

Degree and Field of Study

12th Pass - Arts

📅 2006 - 2009