



JUVY SARMIENTO

Executive Administrative Assistant | Real Estate Transaction Coordinator

Email: juvysarmiento@gmail.com | Phone: +63 961 284 1405
| Pampanga, Philippines

Professional Summary

Detail-oriented Executive Administrative Assistant with 5+ years of experience supporting executives and real estate professionals across the US and Canada. Experienced in calendar and inbox management, CRM administration, transaction coordination, client communication, documentation, and process improvement. Recognized for strong organization, communication, and time management skills.

Professional Experience

Mortgage Marketing Assistant - NightOwl Consulting

April 2026 - July 2026 US Project - Remote Work

Managed executive communications, partner correspondence, and marketing operations while maintaining accurate Salesforce CRM records. Coordinated the production and distribution of 700+ co-branded mortgage marketing flyers weekly; supported marketing initiatives for 500+ real estate agents and referral partners; managed email campaigns; ensured branding compliance and quality control; and provided administrative support to facilitate efficient business operations.

Assistant Listing/Transaction Coordinator – Brivity Virtual Assistants

November 2021 – March 2026 - US - Remote

Coordinated real estate listings and managed transactions from listing to closing by preparing MLS listings, reviewing contracts and disclosures, maintaining CRM records, organizing transaction files, and managing DocuSign packages. Collaborated with agents, lenders, title companies, buyers, and sellers to ensure timely communication, compliance, and on-time closings while supporting marketing, social media, onboarding, and daily administrative operations.

Real Estate Admin Assistant II / Assistant QA – M-Power Solutions

September 2018 – November 2021 (US-Remote)

Conducted cold calls to qualify prospective home buyers and sellers, nurtured leads, and scheduled appointments to support listing conversions. Promoted to Assistant Quality

Manager for strong performance, where I monitored call quality, ensured script compliance, and coached agents to improve customer experience and lead conversion rates.

Outbound Sales Associate – xtDirect

August 2017 – September 2018 (US-Remote)

Conducted outbound sales for telecommunications services, using consultative selling techniques to convert leads, overcome objections, and consistently meet sales targets. Managed customer inquiries, follow-ups, and CRM updates while delivering tailored solutions that improved customer satisfaction and retention.

Outbound Sales Specialists – ResultsCX

July 2015 - Aug. 2017 (BPO)

Conducted outbound sales of satellite radio and telecommunications services, effectively qualifying leads, overcoming objections, and closing sales for phone, TV, internet, and subscription plans. Consistently met performance targets while managing customer follow-ups, maintaining accurate CRM records, and delivering exceptional customer service to drive satisfaction and retention.

Customer Service & Sales Representative – TTEC

May 2013 – August 2015 (BPO)

Processed new customer accounts while providing product information, billing support, and account assistance. Resolved customer inquiries efficiently, delivered exceptional service, and identified opportunities to recommend relevant products and subscriptions to enhance customer satisfaction and retention.

Lead Generation Specialist – Collective Solutions

March 2010 – April 2013 (BPO)

Managed outbound lead generation, lead verification, and telemarketing campaigns by researching and qualifying prospects, maintaining accurate CRM databases, conducting cold calls, and delivering high-quality leads to support sales, marketing, and collections teams.

Technical Skills

Google Workspace, Microsoft Office, Outlook, Brivity CRM, Salesforce, Skyslope, Dotloop, Podio, HubSpot, DocuSign, Canva, Mailchimp, Trello, ClickUp, Slack, Zoom, AI Agents, FrontApp, BaseCamp, RedEx, KWCommand, Hubspot, Paragon CRM, Prospect Boss, Notion,