



VLPH

virtuallead
HOME OF VIRTUAL ASSISTANT



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VIRTUALLEADPH.COM

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Introduction

VirtualLead PH is a premier provider of virtual assistance and business support services based in the Philippines and work all the team remotely. We specialize in offering cost-effective, high-quality, and scalable solutions to help businesses thrive in today's fast-paced digital environment. Whether you need expert virtual assistants, lead generation specialists, customer service representatives, or administrative support, VirtualLead PH is your trusted partner in driving growth and operational efficiency.

At VirtualLead PH, Our clientele spans across the world, from small businesses to large enterprises, and we've built lasting partnerships based on trust and results. Cold calling was one of the key strategies that helped us build our client base, allowing us to connect with businesses in need of support and demonstrate our capabilities.

Today, PH is proud to have over 100 virtual assistants and clients worldwide. Our team continues to grow, and we are expanding our reach to new markets, focusing on providing personalized, efficient, and scalable virtual assistance solutions.

At VirtualLead PH, our vision is to become the top virtual assistant agency in the Philippines. We aspire to lead the industry by offering innovative solutions and exceptional service. Our goal is not just to be a service provider, but to be a partner that businesses trust for their success. We believe in empowering our virtual assistants to thrive professionally while helping our clients achieve their goals, and we are committed to being a global leader in the virtual assistant industry.



Bryan Columna
VLPH Founder & CEO

Mission and Vision

➔ Mission

Our mission is to be the leading virtual assistant agency in the Philippines, recognized for delivering innovative solutions and exceptional service. We strive to be more than just a service provider, positioning ourselves as a trusted partner that drives our clients' success. By empowering our virtual assistants to excel professionally, we help businesses achieve their goals effectively and efficiently. We are committed to establishing ourselves as a global leader in the virtual assistant industry, setting a new standard of excellence."

➔ Vision

Our vision is to become the top virtual assistant agency in the Philippines. We aspire to lead the industry by offering innovative solutions and exceptional service. Our goal is not just to be a service provider, but to be a partner that businesses trust for their success. We believe in empowering our virtual assistants to thrive professionally while helping our clients achieve their goals, and we are committed to being a global leader in the virtual assistant industry.

Our Services

➔ Administrative support

At VirtualLead PH, our Administrative Support services are tailored to meet the unique needs of each client. We provide comprehensive support that helps businesses optimize their day-to-day operations, improve efficiency, and focus on strategic growth. Our dedicated team of virtual assistants acts as an extension of your business, offering seamless, professional support in a variety of administrative functions.

➔ Customer service

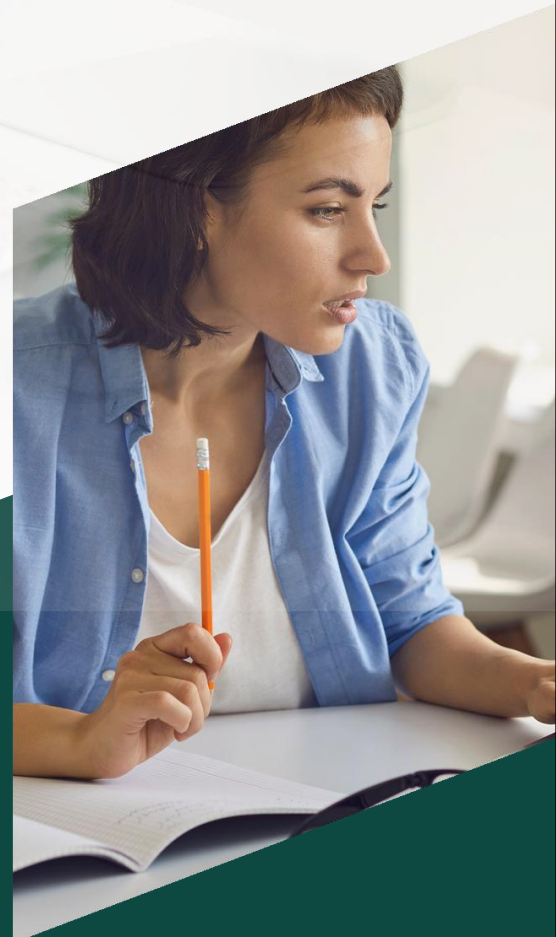
At VirtualLead PH, we recognize that excellent customer service is a cornerstone of any successful business. Our Customer Service Support is designed to ensure your clients receive timely, efficient, and professional assistance, creating positive experiences that foster loyalty and satisfaction. Our virtual assistants are highly trained to represent your brand with professionalism, empathy, and expertise. Whether you require support via phone, email, live chat, or social media, we have the skills and tools to handle it all.

➔ Data Entry

➔ Technical support

➔ Cold Caller

➔ Bookkeeping



Our Approach



Focus on
Efficiency and
Results

Commitment
to Quality and
Security

Long-Term
Partnership
Focus

Scalability and
Flexibility

Collaboration
and
Communication

Dedicated and
Skilled Team

Understanding Your
Business Needs

Why Choose VirtualLead PH?

➔ Personalized Approach:

- ◆ We treat every client as unique, ensuring that our solutions are specifically designed to meet your needs.

➔ Expert Team:

- ◆ Our virtual assistants and specialists are experts in their respective fields, ready to bring their skills to work for you.

➔ Results-Oriented

- ◆ We focus on delivering tangible results that positively impact your bottom line, whether it's through increased productivity, cost savings, or customer satisfaction.

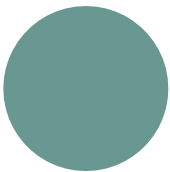
➔ Transparent Communication

- ◆ customer satisfaction.
- ◆ Transparent Communication: With open and frequent communication, we ensure that you're always updated on progress and performance.

➔ Scalability

- ◆ Our services are designed to grow with your business, ensuring that we can adapt to changes and provide ongoing value. progress and performance.

Client Testimonials



Shagna miller
CEO of Real state LLC

The team at VirtualLead PH has been an absolute game-changer for my business! The virtual assistants are incredibly efficient, professional, and always proactive



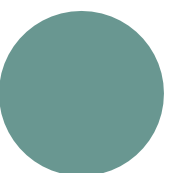
Deviasha
Owner of Ivory Homes LLC

Working with VirtualLead PH has been a blessing! Their virtual assistants have helped me manage client appointments, create content, and handle administrative tasks. The team is always professional



Shiraz Odhhwani
CEO Of Trendy communications

Working with VirtualLead PH has been a blessing! Their virtual assistants have helped me manage client appointments, create content, and handle administrative tasks, cold callings The team is always professional,



Diana davies
Owner of cleaning service LLC

VirtualLead PH's team has been an incredible help with managing event details, communicating with clients, and keeping everything organized. Their virtual assistants are attentive, detail-oriented.

Operations Team



**Chief Executive Officer (CEO)
Founder- CPM**

**Virtual lead Remote
Operation**



Bryan Columna



**Chief Financial Officer
(CFO)- Human Resources &
Head Of Operations**



**Edeline
andrada**



**Chief Financial Officer or
Controller (CFO) & - Head Of
Operations**



Nina Soleda



**Business Development
Manager(BDM) &
Strategic Partner**



Chase Pratt

Team Lead

➔ **Chief Marketing Officer
(CMO)-
Client Partnership
Manager**



Johnoa Arconado

➔ **Workforce Director/ Head
Of Operations- Whole
Remote Operations- US
Remote**



Patrick Ayuman

➔ **Team Leader &
operations**



Grace Ramirez

➔ **Asst. Team Lead
Operations**



Mary Joy Elvambuena

Pricing Options

➔ Standard Package

Ideal For: Small businesses, startups, or growing companies that need essential support on a part-time basis without the commitment of full-time hours.

\$10/Hourly

- Inbound Calls: Answering customer inquiries, providing product or service details, and assisting with troubleshooting.
- Email / Chat Support: Responding to customer queries via email or live chat to resolve issues quickly.
- Basic Issue Resolution: Handling customer concerns, processing returns, and assisting with basic troubleshooting tasks.
-

➔ Premium Package

Designed for established businesses aiming for comprehensive digital marketing solutions.

\$12/Hourly

- Prospecting: Researching and identifying potential leads through online resources, databases, and social media.
- Outreach: Initial communication with prospects through email or phone calls to qualify leads.
- CRM Updates: Managing and updating your Customer Relationship Management (CRM) system with lead data.
-

➔ Enterprise Package

Tailored for large businesses requiring extensive marketing services and dedicated support.

\$16/Hourly

- Full Digital Marketing Strategy
- Social Media Management
- (Content Creation
- Comprehensive SEO Services
- Extensive Email Marketing Campaigns w
- PPC Campaign Management

Partnership Pricing Agreement

Pricing Scenarios



- Client offers \$14:
 - -- Outsourcing cost: \$9
 - -- Partner share: \$5
 - - Total cost: \$14 (Break-even)
- -- Client offers \$12
 - -- Outsourcing cost: \$8
 - -- Partner share: [\$4 To be determined]
 - -- Total cost: \$12

- Client offers \$16:
 - -- Outsourcing cost: \$10
 - -- Partner share: \$6
 - - Total cost: \$16 (Break-even)
- -- Client offers \$13.5
 - -- Outsourcing cost: \$9
 - -- Partner share: [\$4 To be determined]
 - -- Total cost: \$13



Payment Terms

- All payments shall be processed through Upwork. The following payment terms apply:
- Clients are required to make an upfront payment through Upwork.
- VirtualLead requires a 20% down payment before services commence.
- VirtualLead deducts 40% per hour per agent for services rendered.



Additional Clauses

- Any changes to the pricing or cost structure must be agreed upon in writing by both parties. This agreement is subject to the terms and conditions of Upwork's payment processing and service policies.

Partnership Goal



- At Virtuallead PH, we view every client relationship as a true partnership – one built on trust, transparency, and long-term success. When we discuss pricing scenarios, our goal is to provide flexible, realistic options that match your specific needs, team size, and business goals.

• Here's how we approach it:



- ✓ Customized Solutions – Every business is different. We tailor pricing based on the type of service (Admin, Customer Service, Cold Calling, etc.), required skill level, and working hours.
- ✓ Scalable Packages – Whether you're starting small or scaling fast, we offer packages that grow with you.
- ✓ Transparent Quotes – No hidden fees. We clearly explain what's included, so you always know what you're investing in.
- ✓ Fair Compensation – We ensure our virtual assistants are paid fairly while maintaining competitive rates for our partners.
- Partnership with us means more than just hiring — it means gaining a team that's invested in your success.

Additional Clauses

Any changes to the pricing or cost structure must be agreed upon in writing by both parties. This agreement is subject to the terms and conditions of Upwork's payment processing and service policies. At Virtuallead PH, we view every client relationship as a true partnership one built on trust, transparency, and long-term success. When we discuss pricing scenarios, our goal is to provide flexible, realistic options that match your specific needs, team size, and business goals.

Project Timeline

➔ Day 1-2

Initial Setup and Onboarding

- ◆ Initial Consultation.
- ◆ Objective:
- ◆ Activities:
- ◆ Discovery Call: A detailed conversation to gather information about your business, industry, and specific support needs.

➔ Day 3-4

Project Planning & Agreement, settlement

- ◆ Agreement & Contract: Finalize the terms of the agreement pricing, including costs, deadlines, and other essential project details.

➔ Day 5-6

Team Assignment & Onboarding

- ◆ Team Assignment & Onboarding
- ◆ Assign the right virtual assistants to the project and get them up to speed.

➔ Day 7

Project Kickoff & Execution

- ◆ Task Execution: Our team begins performing the tasks as per the defined scope—whether it's administrative support, customer service, lead generation, etc.

Client Onboarding

➔ Introduction Call

- Schedule a call to introduce our team and understand your business needs and goals.

➔ Proposal and Agreement

- Send a detailed proposal outlining the agreed-upon services, timeline, and pricing.

➔ Kickoff Meeting

- Conduct a kickoff meeting to dive deeper into your business, target audience, and marketing goals.

➔ Information Gathering

- Collect all necessary information and access to accounts (social media, website, analytics, etc.).



Contact Us



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