Elver

Elver.317821@2freemail.com

# PERSONAL DATA:



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| --- | --- | --- |
| Gender: | Male | Date of Birth: September 20, 1989 |
| Civil Status: | Single | Place of Birth: WVMC Iloilo City |
| Religion: | Roman Catholic |  |
| Citizenship: | Filipino |  |

**RELATED SKILLS**



* Exceptional communication and negotiation skills.
* Demonstrated ability to identify, develop, network and maintain winning Relationships constantly
* Proficient in PC applications -Windows XP, MS Office
* in depth knowledge of maintaining telemarketing related documentation and Paperwork

# HIGHLIGHTS OF QUALIFICATIONS

* 6 years of wide-ranging experience in telemarketing industry
* Highly skilled in imparting product knowledge to customers over the phone
* Excellent performer
* Exceeds Monthly quota
* No issues on Punctuality and Attendance
* Team Player

# EDUCATIONAL BACKGROUND:



**COLLEGE:** Bachelor of Science in Nursing (2 years Advanced in Health Sciences Education (AHSE)

University of San Agustin

General Luna St, Iloilo City Proper, Iloilo City SY 2006-2008

**SECONDARY:** Lapaz National High School

Jereos Ext Rd, La Paz, Iloilo City SY 2002-2006

**PRIMARY:** La Paz II Elementary School Jereos Ext Rd, La Paz, Iloilo City SY 1996-2002

# PROFESSIONAL EXPERIENCE

**SPI Global (Jun. 2009- Jul. 2011)**

* + **Inbound Support - Swiss Colony (Sales/Order Taking Campaign)** Process and input all customer orders and check computer for product availability.
	+ **Customer Service / Billing – T-Mobile USA**

Provide pricing on new products to customers. Maintain a good working relationship with customers by responding to all inquiries.

# Inbound Sales and Customer Service – Teleflora

Provide pricing on new products to customers. Maintain a good working relationship with customers by responding to all inquiries.

# Transcom Asia Worldwide Philippines (Aug. 2010- Sept. 2012)

* + **Tier 1 Support - Comcast DTA/SIK Activations**

Responsible for basic customer issues and troubleshooting before sending out a technician

# Chat Support - Comcast UID Chat password reset

Support service through chat assisting customers to reset their Comcast email password and deliver information in real time to customers.

# Callbox Sales and Marketing Solutions (Feb. 2013- Jan. 2015)

* + **Team Leader** - Teleflora Mother’s Day Ramp Real time monitoring of agents’ performance delivery.

Submits reports daily and weekly for analysis of team’s performance. Resolves escalated customer issues (Phone, chat and email)

Communicates directly with the client for team’s staffing and tasks delegation depending on the volume of incoming chats and tickets on queue.

# Inside Sales Executive (Telemarketing)

Qualified and generated potential leads

Set appointments for the Outside Sales Representatives.

Acted proactively to create opportunities for new business with existing customers.

Consistent in lead production targeting C-LEVEL personnel.

Carried out other tasks assigned by the TL and/or Sales Manager includes calendar management, email marketing, data entry, data mining, LinkedIn lead sourcing.

**Upwork Freelancer:**

* **Appointment Setter - Kapstone Services (Canada) (May – August 2015)**

A complete property development & facility maintenance professionals dedicated to delivering innovative customer-focused solutions in a safe, effective and proactive manner.

Generating leads through Cold calling and Appointment setting that includes end of day reports via email and CRM, email support for Amazon Seller Central and LinkedIn marketing

# Lead Generator and Appointment Setter - IED Web Marketing (Canada) (August – November 2015)

A marketing company dedicated to helping companies to grow and increase sales through various kinds of approach.

Generating leads through Cold calling and Appointment setting that includes, end of day reports via email and CRM

* **Lead Generator and Data Analyst – Phorest Salon Software (Ireland) (December 2015 – July 2016)**

An all-in software platform that helps salon owners manages their appointments, clients, stock and staff.

Generating leads through Cold calling and analyzing data for email marketing that includes, end of day reports via email.

# Computer Skills and System Applications Used:

MS Word, Excel, QuickMail, Less Annoying CRM, Google Docs, Google Drive, Google Sheet, Google Hangouts, Zoho CRM, Zoiper, Ring Central, Skype, PhoneBurner Auto Dialer, Amazon Seller Central, TeamWork, InfusionSoft, Asana, Thunderbird, Slack, HipChat, SiteGround, LinkedIn, and BuzzStream.