☎ [REDACTED]

✉ [REDACTED]

Education

Associate Degree in Information Technology
[REDACTED]

Graduated - April 2013

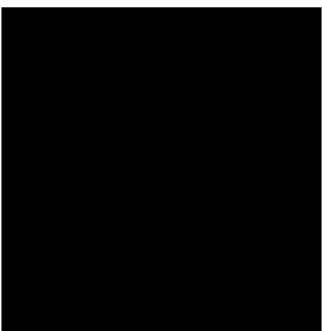## Skills

Microsoft Office
Ring Central
Zendesk
Apollo GDS System
Amadeus CRS
Sabre System

Product Knowledge
Negotiation
Cross-Cultural Competence
Communication
Adaptability
Problem-Solving
Conflict Resolution
Ethical Conduct

Language

English
Cebuano
Tagalog

📖 References

[REDACTED]

MARIEL [REDACTED]

Professional Sales Consultant and Customer Service Representative

👤 Profile

A goal-driven and passionate professional who aims and delivers excellency. With acknowledgement and awards received from previous employers, I always give my best to contribute to the success of the company and ensure outstanding customer experience.

💼 Work Experience

June 2022– Present

[REDACTED]
Inside Sales Representative
- Call leads and offer marketing services
- Close sales and manage leads in the system
- Follow up with previously contacted leads

Sept 2020 – June 2022

[REDACTED]
Pharmaceutical Outbound Sales Agent
- Ask qualifying questions to patients
- Offer Home Delivery Service of patients' medications
- Manage patients' info in the system

June 2019 – Sept 2020

[REDACTED]
Travel Sales Consultant
- Handle inbound inquires for local and international flights
- Assist customers in booking flights
- Upsell and process payments

May 2018– March 2019

[REDACTED]
Sales Specialist
- Handle both outbound and inbound sales calls
- Sell products such as painkillers, cosmetics, etc and process orders

Aug 2017– April 2018

[REDACTED]
Customer Service Representative
- Handle inbound calls regarding food order inquiry
- Call third party partners (restaurants) if necessary
- Assist restaurant owners or managers in making changes on the listed foods available in the app

Feb 2015– July 2017

[REDACTED]
Hotel Reservation Specialist
- Handle inbound inquiries about hotel reservations
- Assist customers in booking hotel rooms and process payments

April 2013– Feb 2015

[REDACTED]
Insurance Outbound Sales Agent
- Call clients and ask qualifying questions for insurance
- Set appointments for clients' meeting with an insurance agent