



**BLOUZELINDA**

**SKILLS:** Outbound/Inbound Sales, Customer Service Rep., Appointment Setter, Healthcare Specialist Rep. Financial Tech, VA, Cold Caller

## EXPERIENCE

January 2025 - March 2025

Appointment Setting / Lead Generation

- Setting Appointments for Leads looking for House to Rent / Rent to Own,
- Pulling Credit Score through the website to see if Credit Repair Needed.
- CRM Update, Setting Appointments and Communications using **GO HIGH LEVEL**.
- Transfer to Credit Team if Successfully pulled out credit scores and signed to the program.

### / Financial Tech

May, 2024 - Dec. 2024

(Same program handled in

- Process financial transactions, including invoicing, payments, transfers, and reconciliations, using appropriate software tools.
- Ensure accurate data entry into financial systems for maintaining up-to-date client accounts.
- Provide excellent customer service by addressing client inquiries related to financial services, accounts, and transactions.
- Troubleshoot and resolve financial issues and discrepancies reported by clients.

### Outbound Cold Caller

April 2023 - April 2024, WFH (PART TIME)

- Conduct outbound calls to potential leads or clients from provided lists or databases.
- Introduce the company's products, services, or promotions to prospects, identifying their needs and qualifying them as leads.
- Generate new sales opportunities through cold outreach efforts.
- Effectively handle objections and rejections, maintaining a positive and persuasive attitude.

### VA, Appointment Setter, Email Specialist. (Dayshift)

Dec. 2022 - June 2023 / WFH (PART TIME)

- Answering Email concerns, Product info and FAQs
- Performing refund through shopify.
- Should accomplish 30 - 40 tickets per day.
- Data entry and Daily report.
- Daily follow up for returns and delayed deliveries.
- Setting appointments for Meetings, schedules etc.
- Posting ads through social media (FB, IG, LINKEDIN etc.)

### CS Specialist

June 2021 - FEB 2023, Cubao, QC

- Outbound Calls
- Updating Appointment statuses upon request.
- Utility & Property Management
- Built rapport with customers through courteous and professional communications.
- Handling customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction

- Troubleshooting and resolving technical issues of company application.

## ██████████ Outbound/Inbound Sales and Retention

February 2020 - June 2021, Commonwealth QC.

- Managing Account Retention, To avoid cancellations. Met and exceed monthly targets consistently to maximize revenue, minimize cancellations, and increase customer lifetime subscriptions.
- Proactively identify and reach out to potential customers through cold calls, emails, and social media outreach.
- Qualify leads by identifying customer needs and offering appropriate solutions to drive sales.
- Targeting Retention and daily Outbound and Inbound Sales.
- Manage and track outreach efforts in CRM tools to ensure follow-up and consistency in communication.
- Handle incoming inquiries from leads and convert them into sales by effectively addressing their needs and presenting product/service solutions.
- Provide timely and accurate information to customers about products/services, pricing, and promotions.
- Understand customer requirements, recommend tailored solutions, and guide them through the purchasing process.

## ████████████████████ Financial Tech.

April 2019 - Jan 2020, Cubao, QC

- Process financial transactions, including invoicing, payments, transfers, and reconciliations, using appropriate software tools.
- Ensure accurate data entry into financial systems for maintaining up-to-date client accounts.
- Provide excellent customer service by addressing client inquiries related to financial services, accounts, and transactions.
- Troubleshoot and resolve financial issues and discrepancies reported by clients.

## ████████████████████ Health Care Specialist

Feb 2017 - Mar 2019

- Health insurance benefits verification. Addressing provider Specialist Inquiries, Such as Claims, & Prior Authorization request status,
- Responding to client concerns and complaints, providing solutions to avoid future circumstances.
- Handling client's Database for verification purposes. (HIPAA TRAINED)

## EXPERTISE

- Salesforce
- Basic Photo and Video Editing
- Data entry
- Google Apps / Workspace
- Canva / Asana
- Sales
- Research and Email Management
- Meeting and Calendar Scheduling Setup
- Shopify
- SLACK
- Lastpass
- GO HIGH LEVEL

I Hereby certify that the information provided in this Resume is complete, true and correct to the best of my knowledge.

BLOUZELINDA ██████████