

## Candidate 19257158

*Customer Service/ Sales Representative*

### SUMMARY

She is a skilled Sales Representative, Compliance Coordinator, and Customer Support Specialist with extensive experience in sales, customer service, and account management. She has a proven ability to work in fast-paced environments, handle customer inquiries, and ensure compliance with company policies. Her expertise includes conflict resolution, critical thinking, negotiation, and order processing. With a background in sales and customer experience, she has worked for companies such as My Energy Group, American Express, and Telco Services Australia, where she was responsible for outbound/inbound sales, lead qualification, quoting, and closing deals.

She has also managed billing inquiries, processed service requests, and collaborated cross-functionally to resolve account issues. Additionally, her experience at HCL Technologies involved payment processing, debt resolution, and dispute management. She is proficient in various software tools, including Google Workspace, Salesforce, HubSpot, Monday.com, Zendesk, and CRM platforms, making her highly adaptable to digital work environments. Her strong communication skills, attention to detail, and ability to multitask effectively make her a valuable asset in sales and customer service roles.

### TOOL & SOFTWARE USED

Hubspot	MS office	Zoom
VOIP	Salesforce CRM	Google Suite

Monday.com	Kustomer tool	onecloud
Skype	Rumba	Avaya
Helpdesk	Dataforce	Cisco Webex
3CX	GDS	Dialpad

## WORK EXPERIENCE

**Sales Representative / Compliance Coordinator**  
**My Energy Group**  
**October 2022 – December 2024**

**Duties and Responsibilities:**

- Calling out customers to educate them about the products that we offer.
- Doing presentations and creating quotations.
- Setting up appointments for installation.
- Liaising with project coordinators and installers to ensure successful installations.
- Following up with customers who haven't submitted documents yet.
- Ensuring all requirements are met, approving installations, and submitting documents to government agencies for payments.

**Customer Experience**  
**American Express**  
**September 2021 – July 2022**

**Duties and Responsibilities:**

- Investigating and responding to customer billing inquiries via inbound/outbound phone calls.
- Collaborating with other departments cross-functionally regarding customer accounts and inquiries.
- Evaluating and analyzing account information and recommending tailored solutions.
- Documenting account information.

**Senior Analyst**  
**HCL Technologies Phils. Inc.**  
**January 2020 – September 2021**

**Duties and Responsibilities:**

- Processing customer payments over the phone using checking accounts.
- Filing/creating service requests to resolve disputes such as sales reversals, billed beyond, meter disputes, NP credits, and pricing.
- Contacting debtors/owners, accounts payable, or office managers to check payment status through phone calls or emails.
- Processing write-offs for claims, bankruptcy, business failure, and non-payment.
- Diligently investigating data for debts and invoices.

- Communicating with sales representatives, CSR, and delivery as necessary to complete job duties.

**Outbound/Inbound Sales Representative**  
**Telco Services Australia**  
**November 2016 – October 2019**

**Duties and Responsibilities:**

- Calling prospects, both existing and new clients, to qualify them and recommend better plans/services.
- Offering new services after identifying customer needs and using them for a sales approach.
- Providing detailed quotations of offers after product presentations and closing sales after reading the Terms and Conditions verbatim.
- Sending email confirmations for sales and offers.
- Answering inbound calls from clients seeking new services/products or recontracting their plans.

**Customer Service Representative**  
**iQor Philippines**  
**December 2013 – November 2015**

**Duties and Responsibilities:**

- Processing cancellation and activation of services.
- Resolving billing concerns.
- Conducting basic troubleshooting.

**Customer Service Representative**  
**Teletech**  
**October 2007 – February 2011**

**Duties and Responsibilities:**

- Supporting retail channels.
- Functioning as National Activation support.
- Serving in Coaching Cell Support and Billing Support for retail channels.
- Assisting store managers and dealers with tool navigation, order entry, overriding credit scores, and processing account credits and adjustments.
- Promoted as POC.

## EDUCATION

Bachelor of Science in Business Administration Major in Marketing  
De La Salle University- Dasmarinas



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