

ROSEMARIE GONZALES

Cubao, Quezon City, Philippines 1109

0966-500-6945

rose.dg31@yahoo.com

PROFESSIONAL SUMMARY

Obtain a position that will benefit from my experiences and positive interaction skills.

SKILLS

- Excellent communication and interpersonal skill
- Business-to-Business & Business-to-Consumer Sales
- Proactive, detail-oriented, and self-motivated.
- Demonstrated ability to cope with an ever-changing environment.
- Self-sufficiency approach towards work.
- Able to work independently and under pressure.
- Cold Calling & Telephone Sales
- MS Office Suite
- Customer relations
- Peachtree/Sage50 Software
- QuickBooks Software

WORK HISTORY

ClearSource, Ortigas

Project Coordinator / Customer Success Specialist

May 2021 – January 2023

- Handling Solar projects from start to finish.
- Serve as contact point for all project phases.

Dynamic Business Outsourcing Solutions, Cubao
Internal Sales & Customer Service Officer

October 2018 to February 2020

- Communicating with customers, making outbound calls to potential customers, emails and following up on leads.
- Understanding customers' needs and identifying sales opportunities.
- Answering potential customers' questions and sending additional information per email.
- Keeping up with product and service information and updates.
- Create solutions and ensure a smooth sales process.
- Manage customer contracts and payments.

Omnipine Inc., Ortigas
Customer Sales Representative

February 2017 to February 2018

- Responsible for ensuring customer satisfaction by handling questions related to the business.
- Ensured all customer communications are professional, accurate, and timely.
- Maintains consistent metrics regarding number of calls and emails per day and quality assurance.
- Receives inbound calls and communicate appropriately.

Zennith, Shaw
Customer Sales Analyst

February 2016 to February 2017

- Handle high volume phone sales, email inquiries and referrals.
- Diagnose customer problems and offer them support.
- Consistently achieved highest per-night sales
- Process basic and specific loan files including FHA, VA and Conventional
- Log and track calls using tracking tools.

Sutherland Global Services, Cubao
Customer Sales Support Analyst

January 2013 to January 2016

- Ensured to establish the needs of the business to use, upgrade and add more products and services to meet their business needs. (Peachtree/Sage50)
- Implemented company policies EULA and standards for preserving the integrity and security of data, reports, and access.
- Recognized for ability to quickly establish rapport with customers, up-sell products and build a loyal clientele.
- Proved the ability to multitask.

Stream Global Services, Cubao
Business Sales Analyst

February 2010 to October 2013

- Identified opportunities to sell and upsell (QuickBooks)
- Supplemented sales efforts through prospecting, cross selling and outbound calling.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Researched and resolved issues regarding the integrity of data flow into databases.
- Documented business processes and analyzed procedures to see that they would meet changing business needs.

Accenture, Boni
Technical Support

June 2007 to February 2008

- Conducted research to address customer concerns.
- Activated accounts for clients interested in new services.
- Remained up to date on the latest technologies and solutions applicable to company products.
- Worked closely with team members to meet or exceed all customer service requirements.

Convergys, Makati
Customer Sales Representative

December 2006 to June 2007

- Perfected knowledge of product, market, and sales strategy.
- Handled and resolved any complaints or concerns from customers.
- Supervised established client accounts – contacted clients regularly to establish effective working relationships.