



# Denise Jasmin Caraig

## Operations Supervisor

Operations Supervisor with 8 years experience in Leadership, Relationship and People's Management. Possess expertise in Sales, Customer Service, critical thinking and problem solving. A very determined individual, with a strong work ethic that currently seeking roles to continue share her forte.

## Contact

### Phone/Viber

09456037531

### Email

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### Address

B4 L4 Spring Beauty St. Antipolo Hills,  
San Luis Antipolo City 1870

## Education

2000 - 2003

### BS Computer Science

Our lady of Perpetual Succor College

## Skills

- Leadership
- People Skills
- Hardcore Sales Techniques
- Problem Solving
- Multi Tasking
- Accountability

## Language

English

## Experience

### Jan 2016 - Present

ResultsCX QPlaza

#### Operations Supervisor

- Team leader in Outbound Sales.
- Drives sales quota Daily, Weekly and Monthly.
- Responsible for overseeing Clients and Management's expectations for given Metrics.
- Facetime with Clients and Executives during Business Reviews.

### July 2015 - Dec 2015

ResultsCX QPlaza

#### Sales Coach

- Responsible in Guiding and mentoring associates.
- Focuses on coaching and improving selling techniques by Skills Transfer, Role Playing and Fast Ball.

### Sept 2012 - June 2015

ResultsCX QPlaza

#### Sales Associate (Outbound and Inbound)

- Offer promotions to prospects by calling them by warm and cold leads.
- Invite customers to reactivate service with special offers.
- Accept calls for new and existing customers who would like to add phone lines and services.
- Upselling for phone insurance and accessories while making sure to give the best and quality customer experience.

## Achievements

- YTD Awardee as Top Supervisor for year(s) 2016, 2019, 2020, 2022.
- Team with the highest Number of Sales for the year 2016, 2018, 2020 and 2022.
- Grad School POC for 6 months; handled 11 classes/waves for Outbound Sales.
- 2013 Top Acer for Sprint Telesales.