

Rhea E. Eviota

resler.tate@gmail.com / 09164908818

High energy professional with a background well suited to the position. Friendly and outgoing with a knack for making others feel comfortable and de-escalating tense situations. In-depth understanding of sales techniques gained through academic coursework and work experience.

EXPERIENCE

Virtual Assistant/Freelancer/Cold Caller

September 2020 - September 2024

- Cold call people using a given phone directory
- Use scripts to provide information about the product's features
- Ask pertinent questions to understand the customer's requirements
- Responsible for appointment setting and confirmations, calendar management, data entry, and other tasks.
- Responsible for identifying potential clients, reaching them on the phone, and scheduling an appointment

DYNINNO PHILIPPINES (Telesales Associates)

April 2017 - July 2020

- Contact potential or existing customers to inform them about a product or service. Answering questions about products or the company. Asking questions to understand customer requirements and close sales.
- Receive phone calls from people responding to direct marketing and advertising campaigns.

TATE PUBLISHING AND ENTERPRISES (Marketing Representative)

November 2013 - March 2017

- Producing marketing and promotional materials. Monitoring and managing social media.
- Inbound and Outbound phone calls, assisting client needs, emails, data entry, and data management

SYKES ASIA PHILIPPINES (Customer Service Representative)

June 2011 - August 2013

- Answering approximately 200 inbound customer calls per day in a friendly and courteous manner
- Discussing billing issues with the customer and offering possible solutions
- Providing information on additional products and services

EDUCATION

ELEMENTARY : University of San Jose-Recoletos 1989-1995

SECONDARY: University of San Jose-Recoletos 1995-1999

TERTIARY: University of the Visayas 2005 Course:

BS Business Administration

SKILLS

- Strong personal skills
- Sales Know-How
- Customer Service
- Pleasant Phone Voice
- Friendly
- Conflict Resolution

LANGUAGES

English, Visayan, Tagalog