



# Janet Cabillada Ruelo

## Contact Me

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- P. Ouano Road, Sapa-Sapa Ibabao Estancia Mandaue City Cebu 6014
- Nationality: Filipino
- Birthdate: November 27, 1984
- Marital Status: Single
- Religion: Roman Catholic
- Age: 39
- Gender: Female



## Objective

Hardworking and passionate job seeker with strong organizational skills.



## Work Experience

### The Spanish Group

#### Telemarketer

March 25, 2024 - Present

- Responsible for talking to potential customers on the phone to sell products or solicit donations.

### Select VoiceCom

#### Outbound Sales Agent| Telemarketing Sales Reoresentative

11 Building I.T Park Lahug Cebu City, Cebu 6000  
February 2017- January 2024

- Exceeded monthly quotas regularly by diligently managing time spent on lead generation activities versus active selling calls.
- Collaborated with team members to improve overall sales performance, sharing best practices and insights.
- Developed tailored pitches for diverse clientele, effectively communicating the value of products or services offered.
- Achieved sales targets consistently by implementing effective sales strategies and techniques.

### Qualfon Philippines

#### Inbound Costumer Service Representative

Skyrise 4 Building I.T Park Lahug Cebu City, Cebu 6000  
May 2010- December 2016

- Upheld data security standards while documenting costumer interaction within the company's CRM system, ensuring accuracy and confidentiality.
- Reduced call wait times by quickly identifying costumer needs and directing them to the appropriate department or resource.
- Streamlined communication with costumers by providing accurate information regarding products and services.
- Enhanced costumer satifaction by addressing and resolving inbound calls and inquiries in a timely manner.

## Profood International

### Packer

M.C Briones Street MagulKay Mandaue City  
November 2007- May 2008

- Ensured product labelling , reducing instances of costumer dissatisfaction due to mismarked items.
- maintained cleanliness of workstations, contributing to a well-organized work environment for increased productivity.
- Enhanced product quality by conducting regular inspections and identifying areas for improvements.



## Education

- **Systems Technology Institute**  
Tertiary | A.C Cortes Avenue, Mandaue City  
July 2009- August 2010
- **Diploma in Information Technology**  
Systems Technology Institute  
July 2009- August 2010
- **Mandaue City Science High School**  
Secondary | Opao Mandaue City  
August 2005- July 2006
- **Mandaue City Central School**  
Primary | P. Burgos Street, Mandaue City  
August 1999- July 2000



## Skills

- Client Acquisition
- Outband Sales
- Needs Assesment
- Competitor Analysis

