



# MARY ANGELU CAMBARIJAN

Appointmet Setter/ Telemarketer/  
Customer Service Representative



## Work Experience

### Pacific Outsource Teleservice

Senior Telemarketing Executive

June  
2020  
-  
June  
2022

- Spearheaded successful telemarketing campaigns, securing appointments for clients interested in loans, digital marketing, CCTV products, and events
- Utilized expert telemarketing techniques to achieve outstanding results
- Demonstrated strong communication skills to engage prospects and secure appointments
- Implemented innovative tactics to increase appointment-setting efficiency
- Maintained high levels of professionalism and delivered exceptional customer service throughout engagements

### Global Engage

Project Manager

June  
2022-  
Aug  
2022

- Spearheaded outreach efforts by proactively contacting countries across Asia to gauge interest in attending the Microbiome event
- Successfully engaged with key stakeholders in various countries to promote the event and secure attendance
- Utilized strong communication skills to effectively convey the value of attending the event to potential participants in the region

### Teleperformance

Customer Service Representative

Aug  
2022-  
Nov  
2022

- Ensures insurance coverage for patients.
- Responds to customer inquiries via various channels.
- Provides accurate information on medical products, services, billing, and technical support.



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Sitio Pajo, Ibo, Toledo  
City Cebu



## Profile

A driven individual with experience in telemarketing, appointment-setting, sales, and customer service. I also have an experience in managing calendars, handling emails, organizing tasks, and providing research and administrative support. My strengths in communication and relationship-building have helped me generate leads, boost sales, and streamline operations. I'm looking to bring these skills to a dynamic team to help increase customer engagement and drive business growth.

## Education

### Bachelor of Secondary Education

University of the Visayas

2012- 2018

## Expertise

Telemarketing Skills

Customer Service

Organizational Skills

Appointment Setting

## Language

English



## Work Experience

### Alorica

Aug  
2018  
-  
May  
2019

Technical support representative

- Provided expert technical support for TV and Internet services, promptly resolved customer issues, tackled complex technical problems, collaborated with cross-functional teams, and maintained industry trends and technology advancements.



## Work Experience

### KMC MAG Solutions Inc.

Business Development Representative/Sales

Development Representative

**Nov  
2022-  
Sept  
2024**

- Focuses on outreach, prospecting, and lead qualification.
- Aims to connect with as many leads as possible.
- Determines if leads are good customer fits.
- Moves leads through the sales pipeline.
- Managed calendars, booked meetings, and assists clients in being organized and making the best use of their time.
- Managed research, data entry, and report creation to help make better decisions.
- Managed emails and responds to consumer's inquiries while maintaining clear and professional communication.
- Made travel arrangements, including reserving or booking flights and lodging.
- Provided general administrative assistance, like document preparation, file management, and client record updating.
- Assist with social media chores, content production, and marketing to increase the client's online visibility.
- Maintained confidentiality by properly handling sensitive data and information.