



JUDITH CUACO

A graduate and a self-motivated individual with excellent communication skills. I want to apply my years of experience in customer support, sales, cold calling, and appointment setting to help enhance the company's customer engagement.

PERSONAL

- Name**
Judith Cuaco
- Address**
Go Chan Subdivision, Quiot Pardo
6000 Cebu City
- Phone number**
+639959607334
- Email**
judithmatas033117@gmail.com
- Date of birth**
16-07-1991
- Place of birth**
Cebu City
- Gender**
Female
- Nationality**
Filipino
- Marital status**
Married
- LinkedIn**
www.linkedin.com/in/judith-matas-681ab3249

INTERESTS

- Travelling
- Sports
- Listening to Music
- Movies



EDUCATION AND QUALIFICATIONS

- Jun 2008 - May 2013 **Bachelor of Arts in Political Science**
Silliman University, Dumaguete City



WORK EXPERIENCE

- Oct 2014 - Nov 2018 **Customer Service/Sales Representative**
Convergys, Cebu City
We also provide product and service information and resolve any emerging problems that our customers' accounts might face accurately and efficiently. Part of the job was to upsell the current subscription that they already have.
- Jun 2019 - May 2022 **Stock Market Promoter**
Telpro Solutions, IT Park Cebu
In this role, we used a phone dialer to call our clients who are actively trading in the stock market. Every 4 months, the company has a new stock symbol to launch and we used scripts to provide information about the new symbol. We provide trading strategies to our clients, when to buy and when to sell.
- Jul 2022 - Jul 2023 **Appointment Setter**
Water Education Technologies, North Carolina, US
As an appointment setter, my job is to ensure that the clients we are talking to are qualified to be scheduled for consultations with our tech/sales staff. We ensure that meetings are booked for our team and for the successful closing of transactions.
- Sep 2023 - Oct 2024 **Appointment Setter / Client Success Manager**
eXp Realty, North Carolina
I work for a realtor in eXp Realty. As a Client Success Manager, my main role is to follow up with my Realtor's Clients through calls and emails. Part of my job is to do cold-calling, sending texts and emails to generate more prospects who are buyers and sellers in the real estate market.



REFERENCES

- Convergys (now Concentrix) **Renan Caballes**
09175123890
- Telpro Solutions **Jullian Villamor**
09662311646
- Water Education Technologies **Jane Moretti**
09277312498



SKILLS

Communication	★ ★ ★ ★ ★
Go High Level	★ ★ ★ ★ ★
Microsoft Word	★ ★ ★ ★ ★
Decision-Making	★ ★ ★ ★ ★
Active Listening	★ ★ ★ ★ ★
Management Skills	★ ★ ★ ★ ★



COURSES

- Dec 2018 - May 2019 **TESOL (Teaching English to Speakers of Other Languages)**
[51 Talk](#)
- Nov 2018 - May 2019 **TEFL (Teaching English as First Language)**
[51 Talk](#)