

JOAN BLESILDA AMAN

blesaman22@gmail.com | 0962 046 5661 | live:.cid.648b634caa9d0227
Blk 126 Lot 12 Hercules St. Celerina Heights, Indangan, Davao City
September 22, 1979



SUMMARY

I have been working in the BPO industry for almost 16 years. I have experience in both inbound and outbound campaigns. I have handled customer support, email chat support, retention, and sales. I can work with minimal supervision and under pressure. I possess strong interpersonal skills and demonstrate the utmost integrity at work. I value other people's time, that is why it is particularly important for me to get things done ahead of time.

WORK EXPERIENCE

Sales Business Executive, OOMA Office - Full Potential Solutions December 2021 - November 2024

- qualifying existing OOMA business customers for service upgrade
- sell OOMA's primary and back up internet services

Enrollment Coordinator, Wayfair - Full Potential Solutions November 2020 - December 2021

- offer business membership to regular customers

Market Development Specialist, Onerent January 2020 - October 2020

- close deals

Market Development Specialist, Onerent September 2019 - January 2020

- book qualified appointments

Executive Assistant to Clothiers/Team Lead, LGFG Fashion House February 2018 - May 2019

- calendar management
- After-sales service
- monitor the team's attendance
- book appointment

Inside Sales Manager, Flatworld Solutions February 2017 - February 2018

- search for potential clients
- set up a face-to-face appointment with the clothiers

Sales Energy Consultant, Microsourcing August 2014 - May 2015

- offer the lowest energy rates and close deals

Sales Consultant, QBE Insurance GSSC September 2013 - May 2014

- customer service
- upselling and cross-selling

Customer Relationship Manager, CBPS

June 2010 - April 2013

- prevent customers from closing their accounts

Citiphone Officer, CBPS

July 2008 - June 2010

- customer service
- email and chat support

Customer Service Officer, Access Worldwide

January 2008 - May 2008

- customer service

Customer Service Officer, ICT Marketing

June 2007 - November 2007

- customer service

EDUCATION

Bachelor of Science Major in Hotel and Restaurant Management

St. Paul's University of Manila

(formerly known as St. Paul's College of Manila)

Class of 2000

SKILLS

- Excellent Verbal and Written Communication Skills
- Active Listening
- Leadership Management Skills
- Basic Computer Skills
- Time Management
- General Admin
- Problem Solving
- Interpersonal Skills
- Willingness to learn
- Close deals
- Book qualified appointments

**CHARACTER
REFERENCES**

Kareen Alvarez

LGFG, Operations Manager

09307865731

kareenalvarez1986@gmail.com

Alethia June Jimenez

OnerentPhils, Team Leader

09663070617

alethiajunejimenez@gmail.com

Rachel Jaspe

Flatworld Solutions, Performance Coach

09424332216

rgjaspe1617@gmail.com