



Lyon Ambrosio

Virtual Assitant

CONTACT



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Pavia, Iloilo 5001

EDUCATION

Central Philippine University

Bachelor of Science in
Computer Science

2020-2021

SKILLS

- Proficient in cold calling and lead generation
- Experienced in CRM setup and management
- Strong communication and interpersonal skills
- Detail-oriented and organizing CRM systems
- Google Suites
- Customer retention strategies
- Conflict resolution
- Client onboarding process
- Developing client strategies
- KPI monitoring
- Success metrics development
- Understanding of crm systems
- Resourcefulness
- Resilience under pressure
- Data-Driven decision-making
- MS office suite expertise
- Collaborative leadership
- Sales aptitude

PROFESSIONAL SUMMARY

Accomplished Client Success Manager with extensive experience in cold calling, lead generation, and CRM management. Proven track record in organising industry events, negotiating contracts, and delivering client solutions that exceed expectations. Adept at collaborating with cross-functional teams, optimising team training, and developing client strategies. Strong communication skills and resilience under pressure ensure effective conflict resolution and customer retention. Career goal: to leverage data-driven decision-making and collaborative leadership to drive client success and business growth.

WORK EXPERIENCES

Client Success Manager

2023-2024

One Virtual Desk

- Organised and participated in industry events and conferences, enhancing network connections and promoting the company brand.
- Collaborated with cross-functional teams to address client concerns, delivering solutions that met or exceeded expectations.
- Negotiated contracts and renewal terms with clients, securing long-term partnerships and revenue streams.
- Delivered regular reports to management on client health, highlighting risks and opportunities for growth.

Cold Caller

2022 - 2023

Forward Real Estate

- Company Overview: Real Estate Cold Caller
- Conducted cold calling to generate leads for realtors and investors
- Developed and maintained relationships with clients
- Assisted in setting up and managing CRM systems
- Real Estate Cold Caller
- Maintained detailed records of customer interactions, transactions, and comments for future reference and quality control.

Coach

2021-2022

Lead Generation Donor and Creation

- Auditing Calls
- Coaching Calls
- Client Meeting
- KPI Metrics
- Exceeded goals through effective prioritisation and consistent work ethic.
- Demonstrated consistent hard work and dedication to achieve results and improve operations.
- Optimised team training and staff development.
- Measured and accurately processed materials to minimise wastage.
- Thrived in fast-paced environment with energy and enthusiasm.