



MARK PAMA VERDEFLOP

Customer Service Associate (I/II) / Business English Trainer

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Bacolod City, Philippines 6100

ABOUT ME

A well-rounded professional with diverse expertise in customer service, technical support, sales and online English teaching. Well-versed in CRM tools and dialers. Highly creative in lead generating, lead qualifying and lead nurturing.

EDUCATION

Bachelor of Science degree in Management Information Systems

University of St. La Salle - Bacolod
1998 - 2002

SKILLS

- Customer Service
- Sales
- Lead generation, lead qualifying and lead nurturing
- Creative, business, email and short article writing
- Photo layout and design
- C2 Proficient in English

TOOLS USED

- CRM (Hubspot, Oracle CRM, Salesforce)
- MS-Office Suite and G-Suite
- Dialers (Aircall, Call Shaper, Eyebeam)
- Skype, Slack, Zendesk, Spark, Classin

PROFESSIONAL EXPERIENCE

2024
-
2025

Leads Generator Outbound Agent

MSC / Bacolod City 6100

- Generate potential leads • Handle outbound phone support on a minimum of 350 calls per day • Email correspondence • Create a sales pipeline, and practice lead qualifying and lead nurturing

2023
-
2024

Customer Service Associate I and II

Concentrix / Bacolod City 6100

- Handle omni- or multi-channel support (i.e. voice, chat, and email) • Adhere to account and vendor protocols and procedures • Demonstrate excellent customer service and communication skills • Practice retention • Practice multi-tasking and flexibility with online tools

2024

Virtual Lead Management Trainee / Real Estate Virtual Assistant

Virtual Lead Managers, LLC / Wilmington, Delaware, USA

- Effective communication training, building rapport, and role-playing • Research and update old leads and statuses via the CRM • Integrate database of old and new leads • Perform tasks on a daily, weekly, or monthly basis • Emphasis on role-playing exercises streamlining follow-up scripts • Email Handling

2023
-
present

Business English Trainer

Bizmates Philippines Inc. / Muntinlupa, Metro Manila 1781

- Teach Business English to Japanese professionals using the Bizmates methodology • Guide Japanese professionals in their business communications concerns • Teach via 1- on- 1, on either the company platform or via Skype

REFERENCES

Leonardo Gulmatico

Cognizant / IT Personnel

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