



 0917-119-5666

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 Baguio City, Philippines

Education

Associate Degree

Mother of Divine Assistance College Inc.
2006 - 2008

SEMINAR AND TRAINING ATTENDED

100 Hour Finishing Course for
Call Center Agent
2007

Expertise

Excellent verbal communication
and persuasion.

Mastery of telemarketing and
sales techniques.

Strong time management

Effective problem solving

Language

English

Filipino

ROXANNE PALAVINO

Telemarketer/Medical Representative

Profile

Results-driven Telemarketing Medical Representative with 12 years of experience in promoting and selling medical products. Proven ability to meet sales targets, build client relationships, and manage accounts. Proficient in CRM software and skilled in product presentations.

Work Experience

2024 Journey Beyond Health

Customer Service Retention

- Address customer complaints to ensure satisfaction.
- Build loyalty through follow-ups and retention strategies.
- Analyze feedback to improve services and reduce churn.

2022 Trianon International Inc

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Medical Representative

2024

- Promoted and sold medical products to healthcare professionals and institutions.
- Exceeded monthly and quarterly sales targets.
- Developed strong client relationships for repeat business.
- Conducted market research to identify potential clients.
- Used CRM software to manage client interactions and sales activities.
- Delivered engaging product demonstrations over the phone.

2022

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Healol Pharma Corporation

Territory Manager

2020

- Maintaining customer relationships
- Setting and meeting sales targets to increase revenue
- Finding ways to ensure efficiency of sales operations

Key Achievements:

- Top Sales Performer yearly.
- Acquired 30 new clients every week.
- Improved customer retention rates by 80%.