**Diana Abello**

**Business Development Associate**

Mabalacat 2010

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+63949 363 2707

Goal-oriented sales professional with 6+ years of experience exceeding targets and driving revenue growth. Proficient in developing and executing strategies that lead to successful customer acquisition and retention. Proven track record of building enduring relationships with clients across diverse industries.

Work Experience

**Business Development Associate**

HMR Philippines Inc - Mabalacat
October 2019 to September 2023

- Handle sales and coordinate transition and delivery of their products and services
- Build coordination with internal teams to develop new sales and marketing strategies
- Consult with senior management to discuss innovation or development in existing products and services to meet the market demand
- Create marketing plans to promote the products and services of the organization
- Get contacts of potential customers via cold calling, emailing and internet search
- Identify and qualify new customers as per company's policies and business model
- Coordinate appointments, calls and meetings between senior management and customers for discussing new opportunities and for business expansions
- Conduct meetings with internal teams and customers to discuss project development and delivery stages
- Maintain and regularly update the customer database, such as names, phone numbers and email addresses
- Support the business development team in creating a business model, project budget, scope of work document and business plan
- Assist leadership in contract development, handle negotiations and perform due diligence
- Ensure internal teams deliver projects with high customer satisfaction
- Work with teams to achieve the quarterly or yearly targeted revenue

**Sales Executive**

Inland Corporation - Clark Freeport Zone
April 2019 to October 2019

- Responsible for initiating sales calls to prospective or current clients
- Prospect for leads and perform heavy cold-calling to build a pipeline of businesses
- Supervise accounts daily to retain existing relationships
- Responsible for price and service negotiation with customers and carriers
- Responsible for creating sales goals to aid in achieving targets
- Uphold rapport with clients and prospects
- Nurture new sales leads to secure business
- Responsible for offering quotes to current and prospective clients
- Responsible for supervising shipments until delivery completed to guarantee smooth operations and customer satisfaction
- Carry out research to identify companies not currently doing business with the organization
- Build relationships and sell to clients through phone or one-on-one.

**Customer Service Representative**

TILE EXPRESS SHOP SAN FERNANDO - San Fernando

March 2018 to February 2019

- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

**Customer Service Specialist**

NUPON TECHNOLOGY PHILS. CORP

March 2017 to February 2018

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update our internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and share with our Product, Sales and Marketing teams
- Assisting agents with their concerns, quotations and clients

**Sales Executive**

VALUE CHAIN SOLUTIONS INC

December 2016 to February 2017

- Setting sales goals and developing sales strategies.
- Researching prospects and generating leads.
- Contacting potential and existing customers on the phone, by email, and in person.
- Handling customer questions, inquiries, and complaints.
- Meeting daily, weekly, and monthly sales targets.
- Participating in sales team meetings.

**Japanese Cad & Sekisan Operator**

JUKEN SANGYO PHILIPPINES

November 2011 to December 2016

- Interpreting project briefs and meeting with the team
- Updating software, drawings, and other documents.
- Remaining professional when feedback is delivered, and implementing any changes to drafts as soon as possible.
- Communicating potential design issues to the head office
- Plotting and estimating the plan

Education

**Bachelor of Science in Information Technology** Gordon College
2007 to 2012

**Primary Education**

Olongapo City National High School
2006 to 2007

East Bajac-Bajac Elementary School
2002 to 2003

Skills

• Social media management

• Adobe Photoshop

• Canva

• CAD

• Microsoft Office
• Drop shipping Management
• Researching
• Bluebeam
• Solidworks

Links
https://ph.linkedin.com/in/dianarosecuaabello