



SHERYLL MAE SALUNGA

VIRTUAL ASSISTANT

CONTACT

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 59 St. Lot 14 Blk 62 M.R.C
Mabalacat City
Pampanga 2010

SKILLS

- Fast Learner
- Hard Worker
- Communicates well
- Speed and Quality
- Multi tasking

LANGUAGE

- Native Tagalog
- Advance English

OBJECTIVE

Join a winning team that is dedicated to a high Level of customer service, providing quality customer management to a wide range of customers.

EDUCATION

SAINT ANTHONY COLLEGE OF TECHNOLOGY

Bachelor of Science in Secondary Education.
Major in English

PERSONAL DATA

Date of Birth	February 17, 1996
Place of Birth	Mabalacat City, Pampanga
Civil Status	Single
Citizenship	Filipino
Height	5'5"
Weight	115lbs
Religion	Born Again Christian

WORK EXPERIENCES

ONE ENERGY SOLUTIONS LLC

Outbound Sales Representative /Appointment Setter

MAY 2022 - PRESENT

- Answer incoming calls.
- Cold call customers through a CRM (Ready mode) with auto dialer and offer to set an appointment for a free energy assessment.
- Pre-qualify client if eligible before scheduling an appointment with Specialist.
- Schedule client on Specialist' calendly.
- Create new lead info on CRM (GO HIGH LEVEL)
- Follow up if there's a need to call back or reschedule customer.
- Answer email and text messages from clients.

TOOLS USED:

- Ready Mode
- Go High Level
- Ring Central
- Calendly
- Slack
- Property Radar

BUY DELTA 8 ONLINE/KANDY GIRL

E-COMMERCE CHAT AND EMAIL SUPPORT

MARCH 2022 - APRIL 2022 (Project Base)

- Answering emails and live chats.
- Check tracking/Shipping for orders.
- Manage reviews.
- Process refund/reshipment if needed

TOOLS USED:

- Telegram
- Richpanel
- Shopify
- Reamaze
- Yotpo
- Shipstation

STELLAR HAPPY BPO

Outbound Sales Representative / Appointment Setter

FEBRUARY 2021- FEBRUARY 2022

- Calling leads assigned by client on Hubspot.
- Mainly looking for business owners/Decision Makers and offer solar incentives.
- Schedule on clients' calendar.
- Data mine leads via Google Search (if needed)

TOOLS USED:

- Dialpad
- Hubspot
- MS Excel
- Calendly

HOME PROPERTY SOLUTIONS REAL ESTATE

Appointment Setter

OCTOBER - JANUARY 2021

- Call homeowners who are potentially selling their property within the next 30-60 days
- Check market value on Zillow
- Schedule on clients' calendar.

TOOLS USED:

- Podio
- Zillow
- MS Excel
- Calendar

WORK EXPERIENCES

FYRELEADS

Customer Service Representative (Chat)

JANUARY – MARCH 2021

- Answer incoming chat/messages from clients looking to buy leads for their business.

TOOLS USED:

- Outlook | Gmail
- Business website
- Dialpad
- Slack

ISOLAR ENERGY

Appointment Setter

MARCH 2021- SEPTEMBER 2021

- Call Businesses and Residents who would like to take advantage of state funded program on their electric bill.
- Email Information to client about the program.
- Send calendar invite.
- Manage clients' calendar.
- Follow up on appointments.
- Answering inbound calls as needed.

TOOLS USED:

- Dialpad
- Hubspot
- MS Excel
- Slack
- CS Customer Form

AUSTRALIAN OUTSOURCE DESK INC.

Appointment Setter

April 2018 – August 2020

- Calling out approximately 100-150 clients per day (leads generated from yellow pages, etc.) and offer them our service.
- Discussing the scope of service offered to client to set proper expectation prior to us visiting them for the appointment.
- Inputting appointment details into excel file to make sure there will be no duplicate bookings/appointments.
- Updating calendar to follow client schedule.
- Sending emails/reports to client at the end of the day regarding the common objections and how we overcome them.
- Answering inbound calls if someone returned a phone call so we can let them know the purpose of the call.
- Getting leads from yellow pages or other sources and call them out. We gather customer's basic info such as name, contact number, email address, physical address and business name.

TOOLS USED:

- Calendar
- Outlook | Gmail
- Eye beam
- VICI Dial
- SkypeMS Excel

WORK EXPERIENCES

STRALIA INC.

Appointment Setter

MAY 2017 – OCTOBER 2017

- Calling out law Enforcement Agencies in the US to offer services and invite them over to a FREE Webinar.
- Send out generic emails to customer regarding the details they need for the webinar.
- Calling the client through skype or sending reports to Client everyday regarding productivity.
- Inputting the details of interested prospects to Client CRM.

TOOLS USED:

- Calendar
- Dialpad
- Skype
- Email
- Salesforce

IQOR 1 PHILS.

Customer Service Representative

NOVEMBER 2016 – FEBRUARY 2017

- Answering approximately 100-150 calls and help customer place their order.
- Educating the customer about the products/item they would like to purchase.
- Upsell items to every client (mandatory).
- Processing order through a CRM.

TOOLS USED:

- Avaya
- Store Website
- Client back end tools

AUSPHIL OUTSOURCING CORP.

SALES / APPOINTMENT SETTING / COLLECTIONS / CSR

APRIL 2015 – OCTOBER 2016

- Calling out leads generated on the CRM and offering them our products.
- Educating customers about the item that we sell and answer queries.
- Getting customers credit card info to process sale over the phone and input details on CRM.
- Calling out clients to reminder them about their past due bill and try to process their payment right away and bring their account back current.
- Setting up appointment for our consultants to come over the customers place and provide free services.

TOOLS USED:

- Eyebeam
- VICI Dial
- CRM

WORK EXPERIENCES

IQOR 1 PHILS.

Customer Service Representative

JUNE 2014 – APRIL 2015

- Receiving numerous numbers of phone calls from customers who would like to make a payment for their car loans.
- Answering billing queries in a polite manner and processing requests based on customers eligibility and document it on CRM.
- Calling out customers for past due balance and trying to process a payment.

TOOLS USED:

- Avaya
- Citrix
- Roadmap
- Client back end tools

CYBERCITY TELESERVICES CORP

Customer Service Representative

MARCH 2014 – JUNE 2014

- Receiving inbound calls and process clients order through CRM.
- Answering customer queries in a polite and understandable manner.
- Trying to Upsell on every sale that we process over the phone.
- Calling out 3rd party vendors if we are fully booked and ask them to make flower arrangements for our clients.

TOOLS USED:

- Avaya
- VICI Dial

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

SHERYLL MAE R. SALUNGA

Applicant's Signature