

IRIS VILLANUEVA

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Summary

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service. Trustworthy with 12 years of practical experience and dedicated work ethic. Self-motivated to consistently provide first-class results in line with stringent targets and deadlines.

EXPERIENCE

- | | |
|---|--------------------------------|
| Lead Generation Specialist, Bruntwork | 05/2023 – 12/2025
Remote |
| <ul style="list-style-type: none">• set up appointments and find potential clients for the sales team.• find the potential clients to call them and give them my well- rehearsed speech• follow up with potential customers to get them even more excited to meet with a salesperson• Identified valuable leads through several key methods, including social media, networking events and targeted marketing.• Set up appointments for manager in an effort to land new business opportunities with prospective customers.• Researched prospective clients to develop and execute cold call lists.• Surpassed sales and customer service targets, consistently exceeding established KPIs. | |
| Appointment Setter, RocketLevel, Mariella | 08/2022 – 02/2023
Mariella |
| <ul style="list-style-type: none">• Proven ability to work collaboratively with other groups and establish good relationships. Areas of specialisation include needs- based analysis, Salesforce management, and proficiency in Excel Team Manager, I manage a team that consistently hits our daily, weekly, and monthly targets• Primary duties include outbound calling, e-mail communication• Set appointments by phone calls• Outbound calls and receiving Inbound calls. | |
| Executive Assistant, CardEvo Inc, York, USA | 09/2020 – 04/2022
York, USA |
| <ul style="list-style-type: none">• Filter and prioritise client visits or phone calls, and communicate on behalf of the executive they support• Manage interview screening and organise job listings such as Commission Crowd; Indeed and etc• Maintaining comprehensive and accurate records• Organising meetings, including scheduling, sending reminders, and organising catering when necessary• Answering phone calls in a polite and professional manner• Identify and screen candidates eligible for the role• Managing the executive's calendar, including making appointments and prioritising the most sensitive matters | |
| Team Manager, Acquire Asia Pacific, Eastwood | 04/2016 – 08/2020
Eastwood |
| <ul style="list-style-type: none">• Manage a team that will provide exceptional and efficient customer service to achieve customer experience• Provides feedback to clients through meetings to further assist the overall growth of the business | |

- Consistently hit daily/weekly targets set by the client by helping the team through an effective coaching process
- Manage customer inquiries, complaints, billing questions and payment extension/service requests.

Outbound Sales Specialist, Acquire Asia Pacific, Mandaluyong

03/2009 – 04/2016
Mandaluyong

- Handles marketing of products
- Handles telecommunication account

Outbound Sales Specialist, Vonscorp Data Solutions Ortigas Pasig

06/2007 – 10/2008
Ortigas Pasig

- Handles marketing of products
- Handles QA monitoring for George S
- May account
- Confirmer for DSSI account
- Coach for Gentech account
- Sales Verifier for INN account
- Relevant Training:
 - Inside Sales Agent - training knowledge
 - Inside Sales 101 for different lead types, Objection Handling, Scripting, &
 - Pre-qualification
 - Buyer and seller real estate practices including documentation per transaction type
 - Sales Process - Root Cause Analysis
 - Identifying current situation
 - Excel 101

Customer Service Representative, Evriholder LLC

07/2022 – Present
Remote

- Manage email responses
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Appointment Setter, Andromeda Northampton, UK

01/2022
Northampton, UK

- Primary duties include outbound calling, e-mail communication
- Set appointments by phone calls
- Outbound calls and receiving Inbound calls.

Inside Sales Agent, Myoutdesk, LLC, Sacramento

01/2020
Sacramento

- Primary duties include outbound calling, e-mail communication, coordination and scheduling of real estate buying and selling opportunities and overall management of sales pipeline through the sales cycle
- Manage cultivation of inbound sales inquiries to convert leads to face to face appointments
- Prospecting, qualifying and build relationships by initiating communications and conducting follow up communications in order to move opportunities through Face to Face Meeting or Phone Meeting with my Real Estate Agent
- Set appointments by phone calls

- Outbound calls and receiving Inbound calls.

Sales Support Specialist, Dream Seat LLC

10/2022 – 04/2026

- Handle email outreach and lead generation for potential clients
- Providing data and guides to help the sales team
- Developing and monitoring performance indicators
- Create quotes and process orders
- Provide shipping updates to clients
- Assist with Live Chat inquiries

Remote

EDUCATION

Computer Programming, AMA Computer Learning Center Antipolo Rizal

1999

CORE QUALIFICATIONS

- Fast learner
- Multitasking
- Self-disciplined
- Customer assistance
- Well-organised
- Time management
- Meeting expectations
- Calm under pressure
- Confident

ADDITIONAL INFORMATION

Pasig City - Metro