



# Cyriel Ayag

## PROFESSIONAL SUMMARY

Reliable and detail-oriented professional with experience in customer service, call handling, and client communication. Skilled in managing inquiries, resolving customer concerns, and maintaining accurate records in a fast-paced work environment. Strong communication skills, adaptable, and able to work independently while providing excellent support to clients and team members.



## Education

### UNIVERSITY OF SOUTHEASTERN PHILIPPINES

Bachelor of Technical Teacher Education  
(Undergraduate) 2010 - 2011



## Skills

- Lead Generation
- Data Entry & Data Management
- Email Management
- Social Media Outreach
- Appointment Setting
- Calendar Management
- Time Management
- Attention to Detail
- Communication Skills
- Internet Research



## Contact

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## Experience

### Call Center Agent 2014 – 2019

- Conducted outbound and Inbound calls Maintained reports and records Handled high-volume calls in a fast-paced environment

### Virtual Assistant 2019 – 2024

- Conducted lead generation using tools like Apollo.io and LinkedIn
- Managed email campaigns and handled client communications
- Performed data entry and maintained organized spreadsheets
- Conducted social media outreach (Facebook, Instagram, LinkedIn)
- Scheduled appointments and managed calendars
- Supported daily administrative tasks for business operations

### Tools & Applications

- Google Workspace (Docs, Sheets, Gmail)
- Apollo.io
- Canva
- LinkedIn Sales Navigator
- Trello
- Notion
- HubSpot
- Salesforce, etc