



MARK ANTHONY PROSIA

Intake Specialist / Sales Representative / Admin Support


PROFESSIONAL SUMMARY

Results-driven Intake Specialist and Customer Service Professional with 6+ years of experience in client intake, sales, and customer support. Recognized for top performance, empathetic communication, and accurate documentation across legal, financial, and telecommunications industries.

CONTACT ME

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 Mandaue City, Cebu, Philippines

➤ EDUCATION

Cebu State College of Science and Technology

- Bachelor of Science in Mechanical Engineering

Global Power Skills Development Center Inc

- Bartending NC II / Food & Beverages NC II

Consolacion National High School

- Electronics

➤ LANGUAGE

- English
- Tagalog
- Native Bisaya

➤ COMPUTER SKILLS

- CRM software
- Microsoft Office Suite
- Google Workspace
- Data entry & documentation
- Calendar & scheduling tools (Google Calendar, Microsoft Outlook)

PROFESSIONAL WORK EXPERIENCE

Zenith Collective Inc.—Intake Specialist

January 2024–May 2026

- Conducted empathetic intake interviews and produced accurate case summaries, improving initial triage efficiency by streamlining data capture.
- Verified eligibility criteria and coordinated consultations across multiple time zones, reducing scheduling conflict.
- Supported attorneys with facility research and client documentation, enhancing case preparation timelines.

Microsourcing—Measuring Technician (Roofing)

June 2023–December 2023

- Delivered precise measurements and technical assessments for roofing projects, contributing to project bidding accuracy and material estimations.
- Maintained meticulous records of measurements to support QA and client communications.

Concentrix—Sales Advisor I (Telecommunications)

October 2022–June 2023

- Closed sales through persuasive communication and provided after-sales support, contributing to quarterly revenue targets.
- Resolved product and service inquiries, improving customer satisfaction and reducing churn.

Metric Call Services—Customer Service Representative (E-Commerce/Retail)

July 2021–July 2022

- Delivered empathetic customer support across multiple channels, maintaining high satisfaction scores.
- Managed delicate inquiries with poise, turning potential escalations into positive outcomes.

BMJ Data Processing—Sales Representative

January 2019–June 2021

- Promoted cryptocurrency trading services and guided clients through onboarding, enhancing onboarding conversion rates.
- Maintained regulatory and compliance documentation for client accounts.

Europac Domestic Consolidator Inc.—Operations Team Leader, Invoice Billing

March 2013–December 2018

- Generated revenue by actively selling cargo space to freight forwarders, businesses, and individual shippers.
- Provided accurate quotations based on weight, volume, commodity type, and urgency; supported pricing strategy improvements.
- Built and maintained strong relationships with logistics partners to secure repeat business.
- Delivered proactive customer support, tracking shipments in real time and updating clients on delays or arrivals.