

RIJEMARIE LORENZO

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Client Service Officer | Administrative Support | Lead Generation Specialist

Results-driven Client Service Officer and Administrative Support professional with experience in telecommunications, customer service, lead generation, and administrative coordination. Skilled in managing service requests, processing SIM and hardware orders, handling customer support, and coordinating with clients and internal teams to ensure timely resolution of requests. Experienced in cold calling, appointment setting, CRM management, and lead generation with strong communication and relationship-building abilities. Proficient in handling administrative tasks, calendar management, data entry, and remote work tools while maintaining accuracy, professionalism, and efficiency in fast-paced environments.

EDUCATION

Cebu Institute of Technology - University

Bachelor's Degree in Information Technology

TOOLS

- Canva
- Capcut
- Calendly
- Slack
- GSuite
- Google Calendar
- Google Sheet and Platforms
- Microsoft Tools

KEY SKILLS AND CHARACTERISTICS

- Email Management
- Calendar Management
- Data Entry
- Communicate customers
- Event Planning
- Proficient in Microsoft Tools
- Outstanding Communication Skills
- Can multitask and manage individual projects
- Quick to adapt and can work with less supervision
- Detail-oriented
- Flexible
- Can work under pressure

CERTIFICATIONS

- Freight Management 101
- Dispatcher Logistic

PROFESSIONAL EXPERIENCE

Telco Management

Client Service Officer | 2022-2026

- Managed telecommunications service requests for UGL Limited through Telstra Order Express
- Processed SIM and hardware orders
- Handled new service activations and requests
- Managed cancellation, suspension, and reactivation of services
- Processed CHOWN (Change of Ownership) requests
- Coordinated with clients and internal teams regarding service updates and follow-ups
- Maintained accurate records and ensured timely processing of requests
- Provided administrative and customer support through email and ticket handling

MediaTrack Inc.

IT Plotter | 2012-2022

- Managed calendars, scheduled appointments, and arranged meetings and conferences
- Prepared and distributed reports, presentations, and other materials
- Handled confidential documents and maintained their proper organization
- Coordinated travel arrangements and accommodations for executives and guests

Cold Calling - Lead Generation

Freelance

- Conducted outbound cold calls to potential clients and prospects
- Generated qualified leads by identifying customer needs and interest levels
- Scheduled appointments and transferred interested leads to sales representatives
- Maintained accurate lead information and updated CRM records
- Followed scripts while adapting communication styles to different customers
- Handled objections professionally and built rapport with prospects
- Performed follow-ups to nurture leads and increase conversion opportunities
- Worked independently as a freelance cold caller while meeting outreach and lead generation targets