

Rosmar Tamayo

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PROFESSIONAL SUMMARY

Skilled in administrative support, scheduling, and documentation with a strong background in chat management and lead generation. Proficient in tools like GoHighLevel, HubSpot, and Excel for optimizing workflows and maintaining accurate records. Demonstrates strong communication skills and critical thinking to support efficient operations and enhance organizational processes.

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT | CHAT SUPPORT, NY

JPE Enterprises, April 2025–April 2026

- Managing chats for customers' gym inquiries and appointments using GoHighLevel.
- Creating Claude AI codes for chat responses.
- Searching New Martial Arts Gyms for marketing.
- Managing Clients new signed up gyms and keeping it updated using Google Sheets.
- Transcribing and analyzing call recordings of my clients meeting with the gym owners using Claude AI.

Inside Sales Agent

MyOutDesk LLC, July 2022–April 2025

- Expertly executed 400 calls daily using Mojo Dialer, driving lead generation and administrative efficiency.
- Proficient in HubSpot for streamlined lead management and task organization.
- Efficiently arranged meetings via Google Calendar, optimizing scheduling processes.
- Managed email and text communications for effective client engagement.
- Skilled appointment setter for buyers and sellers, enhancing client relationships.
- Coordinated Skyslope transactions and documentation, ensuring compliance and accuracy.

Workforce Management Analyst

Tata Consultancy Services, March 2018–June 2022

- Delivered comprehensive Daily, Weekly, and Monthly Management Information System (MIS) Reports to enhance operational visibility.
- Developed dynamic Pivot Data Reports utilizing advanced MS Excel techniques for strategic analysis.
- Optimized employee scheduling by effectively managing time-off requests and approving leaves, ensuring operational efficiency.
- Coordinated and set up meetings across platforms including Google Meet, Webex, and Zoom to foster collaboration.
- Ensured Service Level Management excellence, driving performance metrics to meet organizational goals.

Billing and Inbound Sales Representative

VXI Global Solutions, October 2013–November 2015

- Provided exceptional technical support for cable, internet, VoIP, and mobile services, ensuring customer satisfaction and swift problem resolution.
- Drove revenue through inbound sales and effective cold calling strategies, contributing to team growth and targets.
- Recognized as a Subject Matter Expert, delivering expert assistance to customers on billing inquiries and issues. (AT&T, DirecTV).

CUSTOMER SUPPORT REPRESENTATIVE

SPI Global INSPIRO, February 2011–September 2013

- Responding to customer inquiries with precision, ensuring satisfaction and fostering loyalty.
 - Provided expert technical support for cable-related issues, enhancing user experience.
 - Successfully cross-sold and upsold products, driving revenue growth and customer engagement.
 - Delivered efficient IT support, resolving technical issues swiftly and effectively. (DISH Network)
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EDUCATION

COMPUTER PROGRAMMING IN WEB DESIGN AND WEB DEVELOPMENT, C++, HTML

Datamex Institute of Computer Technology, April 2010

SKILLS

Appointment Setting, Go High Level, Claude AI coding, Hubspot, Self Study, Administrative support, Customer Service, Email and support management, Scheduling, Computer proficiency, Documentation and Record keeping, Strong communication skills, Microsoft Excel, Google Sheet, Lead Generation, Critical Thinking, Resourceful