

ORLANDO JR. ANGELES OCAMPO

📍 Norzagaray, Bulacan, Philippines
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PROFESSIONAL SUMMARY

Results-driven sales and customer service professional with over 10 years of experience in B2B and B2C environments. Skilled in lead generation, account management, client retention, and negotiation. Adept at using Salesforce and CRM tools to drive business growth, streamline operations, and deliver exceptional customer experiences. Proven ability to manage high-volume communications and build long-term client relationships.

CORE SKILLS

- B2B & B2C Sales
 - Account Management
 - Lead Generation & Prospecting
 - Client Retention & Expansion
 - Negotiation & Objection Handling
 - Salesforce & CRM Tools
 - Customer Service Excellence
 - Upselling & Cross-selling
 - Calendar & Inbox Management
 - Multitasking & Time Management
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PROFESSIONAL EXPERIENCE

Service Dispatcher / Customer Service Associate / Chat Associate

Peak Support LLC (Remote) | November 2024 – April 2026

- Managed inbound and outbound customer communications through phone and chat support
- Served as primary point of contact for customers and insurance providers
- Coordinated accident management processes and truck dispatch operations
- Resolved service issues efficiently while maintaining high customer satisfaction

Business Development Associate

Full Potential Solutions – Pasig, Ortigas | June 2023 – October 2024

- Generated and qualified leads through outbound and inbound outreach
- Scheduled appointments and managed executive calendars
- Collaborated with internal teams to support sales pipeline growth
- Utilized Salesforce to track leads, activities, and conversions

Sales Account Executive

Acquire BPO – Pasig, Ortigas | August 2022 – April 2023

- Executed B2B sales strategies through inbound and outbound communications
- Expanded business accounts and managed client portfolios
- Built and maintained long-term client relationships

B2B Sales Chat Associate

TaskUs – Clark Freeport Zone, Mabalacat | July 2020 – August 2022

- Assisted B2B customers through chat-based sales and support
- Performed upselling and cross-selling for small and franchise businesses
- Prospected and qualified new sales leads
- Maintained accurate customer and sales records in Salesforce

Subject Matter Expert (SME)

RMS Collect – Quezon City | September 2019 – March 2020

- Supported agents through coaching and live call monitoring
- Assisted with order tracking, escalations, and customer concerns
- Ensured service quality and team performance consistency

B2B Sales & Retention Associate

Shore Solutions / Acquire BPO – Pasig, Ortigas | November 2017 – December 2018

- Managed B2B sales and customer retention campaigns
- Handled inbound calls and win-back initiatives
- Executed upselling and cross-selling strategies

Subject Matter Expert (SME)

Site1 Philippines – Ortigas | April 2015 – July 2017

- Led sales and retention support operations
- Conducted coaching sessions and live monitoring for agents
- Managed service tracking and customer win-back efforts

Customer Support Specialist

Teleperformance – Pasig, Ortigas | September 2014 – March 2015

- Provided customer service and technical troubleshooting support
 - Processed orders, shipping requests, and refunds
 - Handled high-volume inbound calls professionally and accurately
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EDUCATION

High School Graduate

North Hills Village National High School
Norzagaray, Bulacan | June 2012 – April 2013

ADDITIONAL INFORMATION

- Filipino Citizen
- Open to Remote and Hybrid Work Setup
- Experienced in Salesforce and CRM Platforms