

ASHERAH LUMANOG

Customer Service & Sales Representative



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ABOUT ME

Results-driven customer service and sales professional with experience in inbound customer support, sales, and remote data operations. Skilled at building rapport with customers, handling objections, resolving concerns, and achieving performance goals. Comfortable working independently, learning new tools quickly, and communicating confidently with clients. Looking to leverage my customer service and sales experience in an outbound sales role where I can contribute to business growth and continuously improve my skills.

KEY SKILLS

Customer Support | Cold Calling | Customer Service | Appointment Setting | Email Support | Sales & Upselling | CRM Management | Data Entry | Google Workspace | Lead Qualification | Objection Handling | Problem Solving | Time Management | Attention to Detail | Sales Support | Microsoft Office | Remote Collaboration

PROFESSIONAL EXPERIENCE

Customer Service Sales Representative

EmpireOne BPO Solutions, Inc. | Jewelry Television Account

- Assisted customers via phone and email while providing exceptional customer service.
- Built rapport with customers to understand their needs and recommend suitable products.
- Handled objections professionally and resolved concerns while maintaining customer satisfaction.
- Consistently met sales and quality performance goals in a fast-paced environment.
- Updated customer information and documented interactions accurately using CRM systems.

Data Operator

Packing Sports Corp.

- Worked independently in a fully remote environment while meeting weekly production quotas.
- Maintained high accuracy when tagging sports events and reviewing data.
- Managed time effectively and consistently met deadlines with minimal supervision.
- Ensured quality standards were met before submitting completed work.

TECH PROFICIENCY

Productivity & Admin

- Google Workspace (Docs, Sheets, Drive, Calendar, Meet)
- Microsoft Office
- Microsoft Teams

Communication

- Cisco Finesse
- Cisco Jabber
- Google Meet
- Zoom

CRM & Customer Support

- C2 CRM
- Glean
- Customer care Hub

AI & Productivity

- ChatGPT
- Grammarly

CERTIFICATIONS

- BPO Onboarding Training, EmpireOne BPO Solutions, Inc.
- Bake and Blossom Workshop

REMOTE WORK READINESS

Internet

- PLDT Fiber
- 91.64 Mbps Download
- 54.92 Mbps Upload

Power Backup

- UPS

Equipment

- HP Pavilion Laptop 15-eg1xxx
- 11th Gen Intel Core i7-1195G7
- 16 GB RAM
- Intel Iris Xe Graphics
- 1 TB SSD Storage
- Noise-cancelling headset
- HD webcam

Workspace

- Dedicated home workspace suitable for video meetings.

Availability

- Available Monday to Friday during Pacific Time business hours or as scheduled. Flexible to work US EST, PST, UK GMT, and AU AEST time zones as business needs require.

LANGUAGES

- English: Fluent
 - Filipino: Native
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