

MARIA AILEEN EVELYN B. GENIAR

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REALPAGE (MAY 2016 –  
Present)

ICR / LEASING / OUTBOUND CALLS / EMAILS (Outbound  
Selling) May 16, 2018 – up to date

- Update customer's database. · Appointment setting. · Lead generation for the account. · Answers queries through emails. · Make outbound call to ensure that prospect will secure an application.

ACQUIRE BPO (OCTOBER 2015 – MARCH  
2016)

EASYCINO (Outbound Selling)  
January 27, 2013 – August 1,  
2014

- Update customer's database. · Sells premium coffee capsules. · Up sells HOLIDAY REWARDS as part of the package. · Lead generation for YOMOJO.

VXI GLOBAL HOLDINGS (OCTOBER 2014 – OCTOBER  
2015)

AT&T (Technical Support) January  
27, 2013 – August 1, 2014

- Troubleshoot internet and phone issues of the customer. · Handles basic billing concerns. · Activation of internet and ports. · Updating the customer's database. · Remotely accessing costumers if they are having trouble with their emails. · Installing antivirus and software if needed.

SHORE SOLUTIONS INC. (FEBRUARY 7, 2012 - AUGUST 1,

2014)

COMCAST (Technical Support/Inbound Up selling) Feb. 7, 2012 –  
December 17, 2013

- In charge of incoming calls from current clients.
- Do up selling of the services. · Handles inquiries for technical support. · Serves as Tier 2 for Internet connection.

HP RENEWALS (CSR Inbound/Outbound/E-mail Support)  
January 10-August 1, 2014

- Handles inbound and outbound queries from customers. · Sends out quotation and answers emails as well. · Reminds the client about their warranties. · Updating the customer's database.

English Language Trainer and voice/accent Trainer  
(PART-TIME) INFORMATICS INTERNATIONAL COLLEGE  
June 01, 2009 up to October 12, 2011

- Instructed students in general and idiomatic business English · enabled students to interact comfortably with others using their English speaking skills · Customized curriculum based on individual student's needs · Identified individual training and development needed for the trainees
- Designed and implemented training modules and supplementary interactive email based coaching · Created and introduced a portfolio “Competency Base “to further educate trainees to adopt sale pace process.

3 years in Teaching/ Training experience both (Informatics  
College Caloocan) Call Center Training Program Native  
American Accent Training

Telemarketing and Communications aspect under Marketing Department  
Course Consultant February 14, 2008 to October 12, 2011

- Marketing Experience for lead generating and for sales
- Excellent communication, Interpersonal, organizational, and leadership skills.
- Dedication and drive as a hard-working individual
- Versatility with the ability to manage multiple tasks in a pressured environment.

Bachelor of Science in Hotel and Restaurant  
Management University of Sto.Tomas Sampaloc Manila,  
(2001-2002)

Bachelor of Science in Information Technology  
Informatics College Caloocan Grace Park  
Caloocan City (2010 – 2012)

Informatics College Caloocan  
Competency Based Curriculum  
Communications Skills Training  
CERTIFIED February 2008