

BONEVIE TABOCLAON

Appointment Setter/ Virtual Assistant

ABOUT ME

Driven freelancer with 4year plus of experience with high conversion rates. I belive in upscalling skills to further contribute not just for personal gain but most importantly for the business of my clients.

EDUCATION

2007-2012 Liceo de Cagayan University
BBachelorof Science in Nursing

EXPERIENCE

July

2022 -

December

2022

Customer Service Representative

- Handles inbound and outbound calls.
- Provide structured resolution for customer's concern.
- Data Entry

December

2021 -

June

2022

Appointment Setter

- Handles inbound and outbound calls to set up valid appointments.
- Follow up to nurture cold leads.
- Generated leads from different platforms.
- Run text campaign.

March

2021 -

October

2021

Appointment Setter

- Handles calls to set up valid appointments.
- Skip tracing using Zillow and Propstream.
- Data Entry using Podio.
- Basic Graphic Design.
- Manage Facebook page.

**March
2016 -
November
2020**

English Secondary Tutor

- Conduct 1 on 1 classes with Korean and Chinese students following their modules.
- Provide detailed feedback after the class.
- Conduct weekly and monthly evaluation on student's progress.

**November
2015 -
February
2016**

Collection Specialist

- Designed payment plans for customers.
- Process payments following the plans created for the customer.

**March
2015 -
November
2015**

Customer Service Representative

- Loan Processor/Customer Support
- Educate customers about products and services offered.
- Process loan applications and loan payments.
- Input detailed information during phone call.

S K I L L S

Phone Handling

Data Entry

Lead Generation

Research

Calendar Management

Email Management

Basic Graphic Design

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