

LORD IAN OLIVERAS

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☎ 09778130053

📍 Phase 2 Block 8 Lot 21 Camella Homes La
waan 1 Talisay City Cebu

✈ SKILLS

Communication Skills

Time Management

Problem-Solving

Active Listening

Negotiation Skills

Technical Proficiency

Analytical Thinking

Presentation Skills

Resilience

Adaptability

Sales Acumen

Customer Service

🎯 OBJECTIVE

Dedicated and experienced customer service representative for 16 years with proven success in customer service, sales, finance, collections, technical, and retention. Seeking an opportunity to use my more than a decade of experience to my future company.

📁 EXPERIENCE

Sales and Customer Service Representative

May 2007 - May 2023

Convergys-Concentrix

- Receive and resolve customer calls : 30-40 calls daily.
- Increase customer satisfaction by resolving customer's concern in a timely manner.
- Offer company products, and or upsell to hit sales KPI.
- Hit monthly metrics (NPS, AHT, SALES, NCP, ATTENDANCE, PRODUCTIVITY, ADJUSTMENT ETC.)
- Enters customer interaction details in CSM to track requests, document problems and record solutions.
- Participate trainings and team meetings to discuss opportunities and learn strategies to provide exceptional customer support.

Business Development Specialist

May 2023 - current

Newfold Digital

- Prospecting and Lead Generation - I do research and identify potential clients through various channels, networking, and social media. I also conduct initial outreach to prospects through emails, cold and warm calls.
- Payment Processing - I process payments, and apply discounts if needed to closed sales.
- Consultative Selling - I act as a trusted advisor to potential clients to understand their business needs, challenges and goal, and suggest specific products that would tailorfit their needs such as MSEO, web hosting, etc.
- Relationship Building - I cultivate and maintain strong relationships with our clients to gain trust and continue business with them.
- Achieving Sales Target - I work towards exceeding monthly targets and goals set by management. I also provide regular reports on sales activities, progress, and opportunities to my supervisor.
- After-Sales Service - I Assist and process service renewals to current clients, and assist them for any concerns that they may have.

🎓 EDUCATION

Bachelor of Science in Nursing

University of Cebu

2007

Bachelor of Science in Managerial Accounting

Cebu Institute of Technology

High School

Cebu Institute of Technology



ACHIEVEMENTS & AWARDS

Assisted in training agents in processing sales.

Acting team-leader everytime team leader is out.

Consistent site's top performer and top seller.



REFERENCE

John Paul Baguio - TDCX

Team Leader

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Ellen Grace Guisado - Concentrix

Team Leader

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Maryqueen Nolasco - Concentrix

Team Leader-POC

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