

# YHENA NICOLE LUCENARIO-SUAREZ

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## SUMMARY

Results-driven and highly accomplished sales professional with a proven track record of success in the field of Business Development, Support and Sales. I have been pivotal in delivering excellence in client services through building strong relationships and exceeding performance targets set by the company. My adaptability to diverse working environments together with my eagerness to learn has been the cornerstones for my success.

## EXPERIENCE

### Business Support Executive

Hyde Park Environmental | Antrim, Ireland | January 2024 - Current

- Create quotation requests and process sales orders on the system.
- Manages the Business Development Manager's calendar and schedule appointments with clients.
- Make outbound calls to potential B2B clients and get their confirmation for a meeting with the BDM.
- Regular checking in with existing customers and ask their feedback (product reviews, re-ordering, customer service, etc.)
- Conduct daily team huddles and catch-up meetings.
- Follow up outstanding quotes thru email and calls.
- Accurately add all pertinent client information to the CRM.
- Track delivery updates and send proof of delivery (POD) to clients.
- Ensures to hit and exceed daily calls target.

### Mortgage Broking Assistant

FinanceCorp | Perth, Australia | October 2023 - February 2024

- Make outbound calls to warm leads to discuss about updated home loan rates (re-financing and new application).
- Schedule appointments between the mortgage broker and client.

## SKILLS

- Zoho CRM
- Calendly
- Mercury
- TheraNest
- Konnect
- Pipedrive
- Sage
- ASANA
- Nifty
- Ring Central
- Horizon
- Microsoft (Word, Excel, Outlook, Powerpoint)
- Google Suites (Mail, Drive, Workspace)
- Administrative Support
- Appointment Setting
- Calendar Management
- Account Management
- Business Development
- Lead Generation
- Cold Calling
- Telemarketing
- Upselling & Cross-selling
- Email Marketing
- Market Research

- Compile all home loan requirements submitted by the client and accurately add them on the CRM.
- Send email follow ups and calls to clients with incomplete requirements.
- Regularly update clients on the progress of their home loan application.
- Conduct quality assurance calls and post-settlement servicing.

### **Healthcare Sales Representative**

Insight Therapy Solutions | Las Vegas, Nevada | March 2023 - December 2023

- Manages the therapists' calendar by filling in their available schedules with confirmed appointments.
- Call scheduled daily calendly appointments booked by potential clients.
- Accurately add all fax referrals to the CRM.
- Make outbound calls to B2B clients to gain partnership by offering our services to their company.
- Answer all incoming calls for possible intakes and add them to the CRM.
- Conducts insurance verification and eligibility.
- Performs quality assurance calls and entice them to leave a good Google or Yelp review.
- Assists the therapist's requests and inquiries.
- Double check completeness of all intake documents.
- Conduct one-on-one matchmaking session with newly onboarded therapists.
- Send out discharge documents to clients and other third-party providers.
- Create short biographies for various psychotherapists to be published on the different online therapy directories in the US.
- Ensures to hit the daily target of intakes and calls.

### **Business Development Officer**

AXA Philippines | Cebu, Philippines | November 2015 - March 2023

- Responsible for generating leads through constant communication and building rapport with business partners (Metrobank, PSBank and Orix Metro Leasing & Finance Corporation).
- Craft detailed and comprehensive insurance proposals that best suit client's needs.
- Send out renewal reminders to clients in a timely and orderly manner.
- Conduct product presentations to clients and refresher course trainings to business partners.
- Formulate strategies to improve service and attain given targets set by the management.
- Submit performance reports to immediate heads on a weekly and monthly basis.
- Hit and exceed the given targets on a monthly and yearly basis.

### **EDUCATION**

University of San Jose -  
Recoletos

Cebu City, Philippines

Bachelor of Business

Administration: Financial  
Management

2015

- Cum Laude/Latin Honor Graduate

- Monitor the entire insurance process from quotation, policy issuance, policy delivery, premium payment collection and claims assistance to ensure client's satisfaction.

## **CERTIFICATIONS**

- Sales Training: Practical Sales Techniques
- The Complete Sales Prospecting Bootcamp Course