



RAHIMAH ACANTILADO

**CUSTOMER SERVICE/SALES
REPRESENTATIVE/SUBJECT
MATTER EXPERT/ BDR/ SDR**

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PERSONAL PROFILE

A Customer Service/ Sales Representative/BDR for more than 5 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

Customer Service Representative

Convergys | 2017 - 2018

- Maintained positive work ethic and commitment to providing excellent service.
- Improve operations efficiency and customer satisfaction.
- Managing heavy load administrative tasks with accuracy.

Subject Matter Expert for Technical/Billing & Sales

Sutherland Global Service | 2018– 2020

- Team Management
- Prepared detailed reports
- Organizes and plans essential central services
- Creating project-related documentation and training manuals
- Teaching or training project employees and consumers

Subject Matter Expert for Billing & Sales

VXI GLOBAL SERVICES 2020-2022

- Working with company leadership to define project objectives, processes, policies, procedures and rules
- Explaining policy implementation to fellow team members
- Getting management approval or approving alterations in rules, procedures and policies
- Informing consumers regarding project goals and expected deliverables
- Resolving project-related problems within their area of expertise

EDUCATION HISTORY

Colegio de Kidapawan



Bachelor of Science In Information Technology, 2014-2018

- President, Student Council
- President, PEER Facilitator
- Vice President, National Service Training Program
- Vice President, (CYLC) Cotabato Young Leaders Congress
- Member, RED CROSS
- Volunteer, Non Government Organizations

WORK EXPERIENCE

Business Development Relations

CRERTIH INC | 2020-2023

- Setting goals and developing plans for business and revenue growth.
- Work directly with the CIO to support all aspects of his daily work routine.
- Maintain the CIO's calendar, including scheduling meetings, appointments, speaking engagements, and travel (may include domestic and international) arrangements. Exercise discretion in committing time and evaluating needs.
- Serve as a liaison between the CIO, ACGME staff and the public. This includes receiving and screening the CIO's phone calls and visitors, answering a variety of questions with tact and diplomacy, taking messages, and directing calls appropriately for resolution.
- Arranging business development meetings with prospective clients
- Develop a growth strategy focused both on financial gain and customer satisfaction
- Conduct research to identify new markets and customer needs
- Arrange business meetings with prospective clients
- Promote the company's products/services addressing or predicting clients' objectives
- Team Management
- Prepared detailed reports
- Organizes and plans essential central services
- Creating project-related documentation and training manuals
- Teaching or training project employees and consumers
- Do Basic Programming in Languages such as Python and JavaScript
- Managing Facebook Ads, Grabads, Tiktok Advertising and Viber Business
- Setting up API connections to integrate various software solutions Utilize platforms like Voiceflow, and Zapier to optimize project outcomes.
- Conduct research to stay updated on the latest AI technologies applicable to software marketing
- Develop AI-driven solutions for appointment setting, lead capture, and customer outreach for software Platforms

Sales Development Representative

IBOSS | 2023-2024

- Maintain a self-starter attitude while creating outreach strategies for new lead generation methods
- Anticipate needs by studying services and conducting market research to identify new leads
- Support senior sales teams and sales representatives on outbound strategies and lead generating efforts
- Attend product training conferences and develop an understanding of our communication infrastructure
- Monitor and attend meetings with prospects while handling the introductions and follow-up with the sales representatives
- Be the first point of contact for new business prospects and determine the next steps for each prospect moving forward
- Establish active communication and engagement with prospects to create new leads and sales openings
- Collaborate with sales teams by bringing innovative lead generation ideas to each weekly meeting