



OLIVER, NIKKE JASON MATA

Prk. Proper Brgy. Salvacion

Ormoc City, Leyte

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Personal Information

Date of Birth: July 22,1998

Skills: good in verbal and listening skills, can manage work time and can be flexible and can cope up with workload

About Me:

I am a highly accomplished Business Development Manager with extensive experience in sales and account management. Over the years, I have effectively managed a diverse portfolio of international clients, consistently driving their success and fostering long-term relationships. My expertise extends to a wide range of CRM platforms, including HubSpot, Zoho, Zendesk, Pipedrive, and many others. This proficiency allows me to streamline processes, enhance client engagement, and implement strategies that lead to sustained business growth. My strategic insight, combined with a deep understanding of CRM systems, has enabled me to deliver exceptional results and significantly improve client satisfaction

Education

ELEMENTARY:

Faith Christian school

BRGY. BAGUMBAYAN VALLADOLID NEG. OCC.

S.Y. 2009 – 2010

HIGH SCHOOL:

ST. Peter's college of Ormoc

ORMOC CITY

S.Y. 2013 – 2014

COLLEGE:

SAN LORENZO RUIZ COLLEGE OF ORMOC

ORMOC CITY

BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCE

S.Y. 2014 – 2015

RIVERSIDE COLLEGE INC.

BACOLOD CITY

BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCE

(3RD YEAR UNDERGRADUATE)

S.Y. 2016 – 2018

WORK EXPERIENCE:

TELETECH BACOLOD

OCT. 2018 – OCT. 2020

- **CSR 2 Years – AU Telco (Telstra)**
- **Billing Specialist**
- **Sales Specialist**
- **Technical Support**
- **Prepaid Specialist**
- **Outbound Caller – Upsell, Cross sell, Retention**

Proactive Health – Freelancing

Dec. 2020 – Dec. 2022

Business Development Manager/HubSpot Manager & Zapier

- **Lead Generation**
- **Appointment Setting B2B Clients**
- **Email Blasting, Cold Emails**
- **Data Entry**
- **Searching/Connecting with potential clients who has small, medium and Large business abroad**
- **Handling International Clients**
- **Manage Client relationship**
- **Create Plans and strategies to address business/client needs**

Account Manager

- Create strategies for the accounts in collaboration with the business to produce highly satisfied clients.
- Create and maintain relationships with customers to better understand and achieve their needs
- Grow the company and revenue by identifying, developing, defining, negotiating, and closing assigned new and/or growth to existing business relationships.
- Work closely with operations to ensure delivery of client metrics daily, weekly, monthly, quarterly.
- Conduct regular follow-up meetings with clients to progress the relationship, address concerns, and create corrective action plans.

2 College Brothers – Moving Company

Admin/Sales Assistant

Jan. 2023 – Nov. 2024

Key Responsibilities

Administrative Duties:

1. Create report for Daily, Weekly and Monthly to be presented to the CEO
2. Scheduling: Coordinate appointments, meetings, and events for sales teams and management.
3. Data Management: Maintain and update databases, ensuring accurate and timely data entry.
4. Documentation: Prepare and manage correspondence, reports, and other documents as needed.
5. Customer Support: Serve as a point of contact for customer inquiries, providing timely and accurate information.

Sales Support:

1. Lead Management: Track and manage incoming leads, ensuring timely

follow-up by the sales team.

2. **Sales Reporting:** Generate sales reports and analytics to support decision-making and strategy development.
3. **CRM Management:** Utilize CRM software to track customer interactions, sales activities, and pipeline management.
4. **Sales Training:** Support onboarding and training of new sales staff, ensuring they understand processes and tools.

Communication:

1. **Interdepartmental Coordination:** Liaise between sales, marketing, and other departments to ensure alignment on goals and projects.
2. **Client Relationship Management:** Maintain strong relationships with clients, addressing concerns and facilitating communication.
3. **Follow-Up:** Conduct follow-ups with client's post-sale to ensure satisfaction and identify additional needs.

Tools I'm Proficient in:

- Monday.com
- Zapier
- Slack
- Salesforce
- HubSpot
- Zendesk
- Mail Chimp
- Asana
- Trello
- Zoom info
- Definitive Health Care

- **Pipedrive**
- **Canva**
- **Zoho**
- **Microsoft Office Products (Excel, Word, PowerPoint, etc.)**