



ROSE ANN PRADO

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📍 Marilao, Bulacan | Philippines

SCHOLASTIC RECORD

Business Office and
Information Services

Associate Degree Graduate

ACLIC College of Meycauayan

SKILLS

- Customer Service
- Virtual Assistance
- Executive Assistance
- Business Development
- Cold Calling
- Customer Support
- Technical Support
- Sales & Upselling
- Talent Sourcing
- End-to-End Recruitment
- Senior Recruiting
- Recruitment Coordination
- Administrative Support
- CRM & ATS Proficiency
- Candidate Relationship Management
- Communication & Interpersonal Skills
- Time Management & Organization

Professional Summary

Highly adaptable and results-oriented professional with 8+ years in the BPO industry and 3+ years of success in full-cycle recruitment, administrative support, and remote roles such as Executive Assistant, Business Development Manager, and Sales Specialist. Demonstrates proven ability to drive recruitment strategies, enhance candidate experience, and deliver top-tier customer support across diverse industries. Known for thriving in fast-paced environments, building strong client relationships, and consistently exceeding performance goals.

WORK EXPERIENCE

PSG Global Solutions (RPO)

April 2022 – Present

Senior Recruiter / Recruitment Coordinator

- Manages end-to-end recruitment processes, from sourcing to onboarding
- Partners with hiring managers to identify staffing needs and recruitment strategies
- Screens and evaluates candidates for qualifications, fit, and experience
- Coordinates interviews, assessments, and feedback collection
- Maintains organized talent pipelines and tracks recruitment metrics
- Ensures a smooth, positive experience for candidates throughout the hiring process
- Supports administrative tasks related to recruitment and compliance

TaskUs (BPO)

March 2020 – April 2022

Customer Advocate

- Provide customer support via email and phone for investment account inquiries
- Assist with billing and subscription-related issues
- Educate customers on investment concepts to improve their understanding

Concentrix (BPO)

February 2018 – March 2020

Sales Associate

- Processed online orders for landline, cable, mobile phone, and internet services
- Responded to general inquiries regarding available services
- Assisted customers with billing issues, as well as service upgrades and downgrades

Convergys(BPO)

June 2016 – January 2018

Technical Support

- Assisted customers with software and hardware-related issues
- Provided technical support and repairs for Microsoft Windows and HP printers
- Guided customers on installing and connecting printers to Windows computers

WORK EXPERIENCE

Remote Freelance Job

Scalewind

February 2020 – June 2020

Inside Sales Agent (Real Estate Assistant)

- Conducted warm and cold calls to generate leads
- Scheduled and confirmed appointments with prospects
- Performed data entry and updated CRM records
- Managed and tracked lead statuses in the CRM system
- Conducted pre-qualification interviews with potential clients
- Generated and followed up on sales leads

Gabtech

April 2022 – August 2022

Virtual Assistant (Healthcare Recruiter)

- Sourced candidates through job boards, ATS, and company websites
- Recruited passive candidates via phone, email, and relationship-building
- Conducted pre-assessment calls and verified qualifications, availability, and compensation
- Organized and tracked candidate files and activities
- Maintained SS Tracker and created end-of-day productivity reports

WeRu Marketing

November 2022 – February 2023

Sales Development Representative

- Prospected and identified potential customers across multiple channels
- Conducted outreach via email, phone, and social media
- Qualified leads and booked meetings for the sales team

InXpress

April 2024 – November 2024

Business Development Manager

- Built and maintained strong client and partner relationships
- Developed strategies, negotiated deals, and identified growth opportunities
- Collaborated with sales/marketing teams, tracked performance, and ensured customer satisfaction

ENVOY – CSG

October 2022 – January 2025

Executive Assistant/ HR Director / Business Support Coordinator

- Managed executive calendars, travel arrangements, and confidential correspondence
- Handled end-to-end recruitment, onboarding, and HR documentation
- Coordinated meetings, prepared reports, and maintained internal records
- Supported business operations, project tracking, and cross-functional communication
- Ensured smooth office workflows and maintained data accuracy in HR/CRM systems