



CONTACT

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14A Sarmiento Panacan
Davao City, Davao Del Sur,
Philippines, 8000

EDUCATION

2010-2014

UNIVERSITY OF SOUTHEASTERN
PHILIPPINES

- Bachelor of Science in
Hospitality Management

SKILLS

- B2B Sales Marketing
- Appointment Setting
- CRM Management
- Lead Generalist
- Email and Text Marketing
- Customer Service

TOOLS

- Follow-Up Boss
- Canva
- HubSpot
- Sierra Interactive
- KCM
- Slack
- Flock
- GSuite
- Convoso
- Call Tool
- Ring Central
- Mojo
- Ylopo
- Zillow
- Telegence
- MS 360

MYLENE QUEEN BALILISA

PROFILE

With a diverse background encompassing appointment setting, customer service, and CRM management, I offer a robust skill set and a proven track record of success. My strengths include exceptional organizational abilities, a customer-centric approach, and technical proficiency. I am eager to apply my extensive experience to new challenges and drive business success in future roles.

WORK EXPERIENCE

Customer Service Representative

Teleperformance

September 2014 - May 2016

- Handling a high volume of inbound and outbound calls, providing comprehensive support and resolving customer issues.
- Assisting health insurance customers with policy inquiries, claims processing, and benefits information.

CRM Specialist & Data Entry Manager

Australian Super Finder

July 2016 - August 2018

- Overseeing the CRM database to maintain accurate and up to-date client information, crucial for campaign efficiency.
- Analyzing CRM data to generate actionable insights, driving informed decision-making and strategic planning.

Appointment Setter/ Cold Caller

CTS

December 2018 - February 2021

- Conducting outbound calls to potential clients to schedule appointments, ensuring a steady pipeline for the sales team.
- Confirming appointments and addressing any client inquiries promptly to maintain a high level of customer satisfaction.

Customer Service Representative

VXI Global Services INC.,

April 2021 - March 2023

- Assisting customers with technical and account management for AT&T mobility customers, ensuring seamless service experiences.
- Maintaining high customer satisfaction through effective communication, problem-solving, and empathy

ISA / General VA

Ehomes

April 2023 - February 2025

- Managing FUB as our CRM for nurturing leads and updating its tagging or progress. Do outbound calls for appointment setting, , emails and text message if needed.
- Add listings to Ylopo, Checking Zestimate from Zillow, Getting updates from KCM to be sent via email.
- Email management

REFERENCE

Algie Modina

AFPLEC Teacher
Phone: 09276009651

Cesar A. Sebusa

Surge Coach
Phone: 09533475139

Harold Geraldino

SPLACE WFH
Phone: 09266801223