

BETHLEHEM ERICA D. YAP

- YOUR NEXT VIRTUAL ASSISTANT -




ABOUT ME

I am a reliable and detail-oriented professional with experience in the VA and BPO industries. Skilled in multitasking, working independently, and maintaining composure under pressure. I am committed to delivering high-quality results with integrity and trustworthiness.

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 Talisay City, Cebu, PH 6045

AREAS OF EXPERTISE

- Lead Generation
- Customer Service
- Technical Support
- Appointment Setting
- Cold Calling
- Chat & Email
- Data Entry

CRM/SOFTWARE

- Salesforce
- HubSpot
- FrontSpin
- Aloware
- Vonage
- Aircall
- Ring Central
- Google Workspace
- Teams/Zoom/GMeet
- Pumble
- Slack
- Canva

EXPERIENCE

Telemarketing Lead Generator Comfort Finds

Mar 25, 2024 - Dec 2, 2024

As a Telemarketing Lead Generator for Comfort Finds, I reached out to jails, hospitals, and correctional facilities to connect with the person in charge of clothing purchases. I gathered contact details and sent our catalog, following up via email if they showed interest.

Outreach Associate Salaria Sales Solutions

Feb 14, 2023 - June 19, 2024

As an Outreach Associate for Salaria, I connect with potential business leads, schedule calls, send invites, and document lead information in daily reports. I also follow up with leads and re-engage drop-offs.

Technical Support Representative Concentrix

Feb 12, 2020-Jan 6, 2023

As a Technical Support Representative for Pearson+, I assist students and professors with eText and course-related issues, troubleshoot technical problems, and provide live-chat/email support for hardware and software concerns.

Customer Service Associate Quess Corp Philippines

July 10, 2019-Dec 30, 2019

As a Customer Service Associate for Best Buy, I assist with delivery, repair, and installation concerns, help customers place online orders, and provide personalized product and service recommendations.

Lead Generation Specialist Digital Connection I.T Services

April 15, 2019-June 28, 2019

As a lead generation specialist for the Consumer Insurance Association, I help companies attract prospects and secure new auto insurance sign-ups.

EDUCATION

Recoletos Industrial & Technological Training Center

June - Sept 2019

CSS NC II (Vocational Training Course)

Asian College of Technology

2017-2019

STEM SHS Graduate