
AYN RIELE DOLORES

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Freelancer

Summary

Goal-focused individual seeking a leadership role with a thriving, growing company to apply management, leadership and motivational skills when overseeing a team of professionals and working toward a common goal to increase productivity.

Work Experience

February, 2018 -
December, 2020

Coach

[The Results CX](#)

- ✓ Develop, monitor and analyze scoring metrics for all communication channels including phone calls, email and online chats.
- ✓ Set performance goals (department-wide and individual) for each channel. Work with reps to ensure goals are met.
- ✓ Meet individually with reps to set clear job expectations and give feedback on their performance.
- ✓ Research, develop and deliver on-going training and development within the department – new employee training, on-going sales training, product-specific training, etc.
- ✓ Work with subject matter experts to develop and deliver New Employee Orientation to the reps.
- ✓ In conjunction with the sales & marketing team, identify and develop incentives, contests and motivational materials to encourage sales efforts for specific products or services.

November, 2020 - April,
2021

Marketing Analyst / Appointment Setters

[Online Local Search](#)

- ✓ Schedule consultations between sales staff and prospective clients. The vast majority of appointment setters operate as permanent staff at companies, though these individuals sometimes work in a freelance capacity.
 - ✓ Marketing analysts, sometimes called marketing data analysts, collect and interpret information about market conditions and consumer behavior to help businesses make less risky decisions when launching new products, pricing products and services, and implementing marketing strategies and campaigns.
- Escalation Management

April, 2021 - November,
2022

Escalation Management

[Priceline](#)

- ✓ Escalation managers are responsible for managing the escalation process in their organization. They ensure that employees have a clear path for reporting problems or concerns, and they manage the flow of information between departments or teams to resolve issues as quickly as possible.
- ✓ Escalation managers may also be responsible for developing new processes or procedures to improve how escalations are handled in the future. This might include creating training or conducting workshops for employees on how to properly escalate an issue when it arises.

November, 2022 -
January, 2023

Senior Representative

[Agero - Roadside assistance](#)

✓ finding exactly where the motorists are stranded and collecting details about the disabled vehicles, advising motorists on how to stay safe till they get the required help, sending out emergency road technicians to start the vehicle or tow them to the nearby garage, and at times completing clerical duties at the facility.

January, 2023 - March,
2023

Vendor relations/ Telemarketing

[JG Wentworth Company](#)

✓ Responsible for pursuing collection of debt on all commercial accounts, follow up and resolution of customer service and bill adjustment issues.

✓ Cold calling to find leads that want their unsecured debt to be consolidated

Education

March, 2011 - August,
2014

Juan Sumulong Memorial Junior College

[High school](#)

February, 2015 - March,
2018

Our Lady of Fatima University

[College](#)

BS Accountancy

Personal Information

Birthday : 04/21/1999

Nationality : filipino

Gender : Female

Marital Status : Single

Father Name : Ariel Dolores

Mother Name : Arlene

Custodio

References

✓ Jade Berganio (0967) 582 6507

✓ Jessa Lapuz (0966) 509 3247