



DAVE LAGURA MOLINA

Outbound caller/Appointment Setter/CRM Management/Managing Sales

Results-driven Sales and Customer Service Professional with over 13 years of experience in sales, lead generation and customer support. Proven ability to handle complex customer inquiries, resolve issues efficiently and maintain high levels of customer satisfaction. Adept at building strong client relationships and consistently meeting or exceeding sales targets.

CONTACT

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SKILLS

- Sales and Lead Generation
- Appointment Setter
- Customer Service Support
- Cold Calling & Outbound Sales
- CRM Management (HubSpot)
- Email Communication
- Problem Solving
- Communication & Active Listening
- Time Management & Organization
- Ability to work under pressure

PROFESSIONAL EXPERIENCE

Appointment Setter - Commercial Cleaning Services (Part-Time) SYMBI GROUP SALES 2025-2026

- Conduct outbound calls to dental clinics, medical offices, residential buildings, gyms, grocery stores and car dealerships.
- Identify decision-makers and introduce commercial cleaning solutions.
- Qualify leads and schedule appointments for the sales team.
- Maintain accurate lead records in **Hubspot CRM**.
- Perform follow-ups through calls, voicemails, and email outreach.

Sales & Marketing Consultant Pristine Media Solutions OPC 2024-2025

- Identify potential authors interested in publishing and marketing their books.
- Conducted **outbound and inbound sales calls**.
- Manage email communication with clients regarding publishing services.
- Present publishing and marketing packages and closed sales.
- Consistently worked towards achieving monthly sales target.

Sales & Marketing Consultant Phoenix Group Solutions Inc. - Mandaue City 2023-2024

- Generate leads and contact potential authors for book publishing services.
- Handled inbound and outbound sales calls.
- Respond to email inquiries regarding publishing opportunities.
- Successfully closed deals for publishing and marketing packages.

PERSONAL STRENGTHS

- Strong Multi-tasking Ability
- Highly motivated and eager to learn new skills
- Hardworking and dependable
- Responsible and Detail-oriented
- Excellent communicator and listener

Sales & Marketing Consultant Flippage Solutions Inc. - Cebu City 2020-2024

- Engaged with prospective authors interested in publishing their books.
- Delivered sales presentations and explain publishing packages.
- Manage customer communication via calls and email.
- Consistently worked towards meeting sales quotas.

Publishing Consultant Author Solutions Inc. - Cebu City 2018-2020

- Contacted and assisted potential authors interested in publishing their books.
- Provide information about Publishing packages and services.
- Closed sales and maintained strong client relationships.
- Handled both inbound and outbound sales communications.

Account Specialist (Customer Service) - Sprint Account Convergys - Banawa, Cebu City 2015 - 2018

- Handled inbound customer calls for the **Sprint telecommunications account** assisting with billing inquiries and service-related concerns.
- Assisted customers with internet connection, mobile services and phone account issues.
- Resolve billing disputes, payment concerns and account-related problems while ensuring customer satisfaction.
- Provide clear explanations of charges, plans and service options.
- Referred complex technical issues to the appropriate technical support teams for further assistance.