

Diondel A. Pasilan

ABOUT ME

I am suited to work for your company because I have gathered experiences from different work cultures. From working inside offices to working as a customer and technical support agent. For outbound accounts, I have worked with REAL ESTATE, SEO, and even TOURISM accounts. I adapt and learn fast to whatever skill set is needed to get the job done. I always make sure to deliver what is required and is expected of me with little to no supervision. I show my dedication and passion for work through results and positive outcomes.

EDUCATION

Bachelor in Secondary Education Major in Science. Philippine Normal University

SKILLS

- Communication
- Team Player
- Sales and marketing
- Negotiation
- Project Management
- FAST LEARNER
- RESULTS ORIENTED

TOOLS

- HUBSPOT
- HUBSTAFF
- PODIO
- JUSTCALL.IO
- INVESTORLIFT
- MONDAY.COM
- GOOGLE APPS
- 3CX DIALER
- RING CENTRAL
- MOJO
- DocuSign, PANDADOC
- APOLLO

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WORK EXPERIENCE

SALES AGENT VIRTUAL ASSISTANT AT SPRINTER BUSINESS SOLUTIONS (OCT. 8, 2023 – SEPT. 17, 2024)

I have worked with Sprinter for almost a year. The job consisted of nurturing leads, calling potential clients, and having them meet with our superiors. I have been assigned as the team leader for about 3 months; the role mainly focuses on assigning leads to the team, coaching, and monitoring.

Disposition Manager at 3 STEP HOME SALE (Oct. 2021- July 2023)

- Accomplished multiple tasks within established timeframes.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Maintained a professional, organized, and safe environment for employees and patrons.

COLD CALLER HOME BASED (June 2020 – Sept. 2021)

- Utilized innovative sales techniques to upsell products and services.
- Recorded customer feedback and sales data to improve sales and customer experience.

Customer Care Support at Convergys Bacolod (Aug. 2018 – Sept. 2019)

- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes and followed up to achieve resolution.

Technical Support at TELETECH Bacolod (June 2017 – July 2018)

- Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.