



Curriculum Vitae

Dwight Amiel C. Ramos

Customer Service Virtual Assistant

Sales Representative

Retention Specialist

General Virtual Assistant

Executive Virtual Assistant

"Acquire a career that will give me the right set of circumstances to enhance and develop my potential and improve my skills and experiences."

My aim is to embrace the client's company mission, and I support it with my talents, skills, and my passion to do hard work.

I will accompany them to reach their extensive revenue goals and other business objectives to have positive profit income in the long term.

I will help them to create values that make the company a difference everywhere we engage. I will ensure a good and positive relationship with them at all times.

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UpWork: <https://www.upwork.com/freelancers/~017950cc1d040f3e39>

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OnlineJobs.ph: <https://www.onlinejobs.ph/jobseekers/info/935544>

Dwight Amiel C. Ramos

Aug 2024 – March 2025 (Freelance Remote)
Hot Leads Caller / Appointment Setter

Bullzeye Media Marketing



- Bullzeye help businesses of all kinds, big and small, across all industries using Agile Methodology for project management, marketing and website support maintenance and hosting solutions.
- As an appointment setter, I contact potential clients and customers who haven't expressed any interest in our product or service. I call these prospects to have a little chit chat and tell them more about our company and show them the benefit that they can get with our products.
- My task is to set up appointments and find potential clients while making sure that I get the clients to answer the qualifying questions that we have. To see if they are a good fit for the campaign that I'm handling.
- My duties often require that I follow up with potential customers to get them even more excited to go to the clinic/hospital.

Mar 2023 – Aug 2024 (Freelance Remote)
Cold Caller / Appointment Setter

Renewables HUB



- Renewables HUB is a fastest growing and trusted solar company based in Midland, Texas & Oklahoma. We help US homeowners in customizing and upgrading their solar energy systems with our trusted and professional solar consultants and 24/7 online solar hub marketplace. Visit our website - <https://www.renewableshub.io/> for all your solar needs.
- As a cold caller or an outbound sales rep, I contact potential clients and customers who haven't expressed any interest in our product or service. I call these prospects to have a little chit chat and tell them more about our company and show them the benefit that they can get with our products.
- My task is to set up appointments and find potential clients for our closer while making sure that I get the clients to answer the qualifying questions that we have. To see if they are a good fit for solar.
- My duties often require that I follow up with potential customers to get them even more excited to meet with a solar closer and close the sale.

Dec 2021 – Feb 2023 (Freelance Remote)

Zero Down Solar INC.



Cold Caller / Appointment Setter

- Zero Down Solar INC designs, INSTALLING SOLAR THROUGHOUT SAN DIEGO COUNTY INCLUDING POWAY, CHULA VISTA, EL CAJON, ENCINITAS AND CARLSBAD. Understands that choosing solar can seem overwhelming with so many options in companies, panels and price. However, Zero Down Solar studies each situation and ensures that you will have a solar panel system that will maximize your savings.
- As a cold caller or an outbound sales rep, I contact potential clients and customers who haven't expressed any interest in our product or service. I call these prospects to have a little chit chat and tell them more about our company and show them the benefit that they can get with our products.
- My task is to set up appointments and find potential clients for our closer while making sure that I get the clients to answer the qualifying questions that we have. To see if they are a good fit for solar.
- Some of my duties often require that I follow up with potential customers to get them even more excited to meet with a closer and close the sale.

April 2020 – Dec 2021 (Local Full Time) **TELUS INTERNATIONAL PHILIPPINES, INC.**
Sales Representative/ Customer Service Representative



- TELUS International designs, builds and delivers high-tech, high-touch customer experiences powered by next-gen digital solutions. With almost 50,000 team members in 20 countries around the world, TELUS International's solutions cover customer experience, content moderation, digital transformation, work-from-home, IT lifecycle, advisory and digital consulting, trust & safety, and back-office support.
- As a customer service sales representative I work to develop leads to grow our business. We work directly with customers to recommend products and services to fit their needs. As a customer service sales representative I anticipate customers' concerns and I offer practical solutions to resolve them.
- I was one of the best employees during my time in terms of selling and up-selling our products for many months.

April 2019 – April 2020 (Freelance Remote) **IVOICE OUTSOURCING**
Cold Caller / Appointment Setter



- iVoice Outsourcing and Consultancy Services has been established as an Online Agency in the Philippines. Formerly named as Intact Virtual Staffing (IVS), it first started its services last 2014. iVoice is providing services to different clients from the United States of America, United Kingdom, Australia, Canada and China and is home to a hundred representatives who are trained to handle customer service, telemarketing, appointment setting and many more.
- I contact potential clients and customers who haven't expressed any interest in our product or service. I call these prospects to teach them more about our company and product or service. I usually reach out to prospective customers who are likely to be interested in our services.
- My task is to set up appointments and find potential clients for the sales team. I'm the first step in the prospecting process, and sales teams rely on my persuasive abilities and creative methods of finding potential customers
- My duties often require that I follow up with potential customers to get them even more excited to meet with a salesperson and buy our service.

April 2018 – April 2019 (Local Full Time) **Alorica Philippines Incorporated**
Customer Retention Representative



- Alorica is an innovative customer experience management and Business Process Outsourcing (BPO) services solution headquartered in Irvine, California. They have provided several customer care tools and services for companies of any size and industry since 1999. This award-winning CX and BPO company commits to helping businesses manage their customers at every development stage, from acquisition to retention.
- I was responsible for building and maintaining customer relationships. I deal directly with our customers to find out what issues they are facing, how we may improve our products or services, and how I can help them retain their business with us. Addresses the complaints with the goal of increasing customer satisfaction and offering additional features. I also shared the values of our client's brand and benefits of services to our loyal customers which helps in retaining their business with us.
- I was part of the best employee for a couple of months for retaining our beloved clients.

January 2017 – April 2018 (Local Full Time) **CONVERGYS Philippines, Inc.**
Sales Representative/ Customer Service Representative



- Convergys is a leading global firm specializing in customer service outsourcing. It combines analytics, operational excellence and innovation to provide a great experience to customers and businesses. It offers its services to a range of different industries including retail, automotive, insurance, healthcare, communications, technology, hospitality and others.
- As a customer service representative I help customers with complaints and questions, I give customers information about our products and services, verifications, take and guide in processing orders, troubleshooting and process returns. By helping customers understand our product and by answering questions about their reservations, I transition our conversation for a possible sale of our products and services.
- As a sales representative I'm responsible for selling our products and meeting customer needs while obtaining orders from existing or potential sales outlets. We ensure that our customer is satisfied and adequately taken care of while making a purchase. This way, we can establish new accounts for our employer.

May 2015 – Oct 2016 (Local Full Time) **Sitel Philippines Corporation**
Sales Representative/ Customer Service Representative



- SITEL provides a plethora of solutions for its clients. The solutions include services such as customer engagement services, advisory services, cloud solutions, multi-channel interactive services, and knowledge services. Each wing of the company is headed by an industry veteran with deep knowledge about the market and provides support for upcoming trends in the ever-changing business scenario across the world. SITEL provides the insight and knowledge, coupled with experience to provide a deeper and meaningful relationship between the client and the end consumer.
- As a Customer Service Representative (CSR) I am the first point of contact for any customer who has a question or an issue with our product or service that our company sells. We have many responsibilities like answering inbound phone calls, verification, addressing customers' questions about products and services, and processing/assisting customer's payments or returns.
- As a Customer Service Representative, or CSR, I act as a liaison, provide product/services information, answer questions, and resolve any emerging problems that our customer accounts might face and to also upsell our product with accuracy and efficiency.
- My target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

Part Time Job

Remotask

- Transcribing audio & labeling images

November 2016 – March 2017

Humanatics

- Reviewing calls and categorizing each and every call per call type.

November 2016 – March 2017

Video Editing

- Started as a Hobby, became a passion, and up until this day, been doing Video Edits for fun/
Side Jobs/ Gigs.

December 2016 – Till Present

Training Attended

Year

Sears Product Knowledge, Customer Service and Sales	2015
Customer Service Assistance Program	2015
Basic Graphic Design	2015
Basic Photoshop	2015
Adobe Tutorial for Beginners - Everything You need to know!	2016
Video Editors Guide - Mastering Video Editing	2016
Microsoft Office Tools 101-102	2016
Advance Excel Operations	2016
AT&T Product Knowledge, Customer Service and Sales	2017
Sales Strategy: What's in it for us? (Homeowners)	2018
Sirius XM Retention Specialist Focused on Customer Experience and Product Knowledge	2018
DaVinci Resolve Guide	2018
Cold Calling Techniques & Success Course	2019
Platterful Lead Generation	2019
Telus Pure Fiber and Copper Product Knowledge, Customer Service and Sales	2020
Basic Canva: The Essentials	2020
Sales Skills 101 Course	2021
Solar Sales Training	2021

References:

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