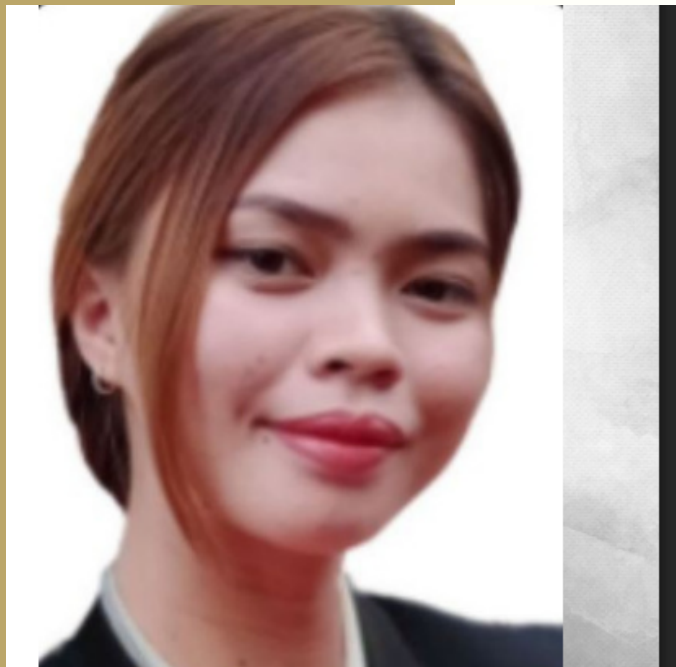




JERICHA ACEBEDO

VIRTUAL ASSISTANT

CONTACT ME AT

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 09095258255

 Zone 4, Santa Cruz Davao del
Sur Philippines

EDUCATION HISTORY

University Of Mindanao -
BSED - English
Santa Cruz National High
School - Senior High School
Agripina Elementary School

PERSONAL PROFILE

A Virtual Assistant with almost 6 years of experience in various tasks. Cold calling, Customer Service, Appointment Setting, Sales Management, Email Marketing and Web Demo Specialist. Tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

INTAKE SPECIALIST/SALES REPRESENTATIVE - Eav Outsourcing (07/2019 - 12/2021)

Convert qualified transfers from prequalification agents. Collect details from clients and help them file an application for Government Benefits. Considered as sale if successfully gathered necessary data and information. used salesforce as a crm.

**CUSTOMER SERVICE REPRESENTATIVE
PRIME INBOX INC. (01/2022 - 07/2022)**

Worked as a customer service representative who's responsible for answering incoming phone calls, resolving issues, concerns and inquiries, made data analysis and corrections if necessary. Handle client objections, used salesforce AND Vici Dialer as crm.

**WEB DEMO SPECIALIST/COLD CALLER/APPOINTMENT
SETTER/EMAIL MARKETER (Part Time)
CP HANDHELD TECHNOLOGES (05/2023 - 04/2024)**

We perform cold calling tasks to car dealerships across US and Canada. Set up appointments to a demo for the automated software. Conduct demos to prospects. Also did other roles for email scheduling, marketing and management. Used Ring Central and ZOHO as CRM tools.

**COLD CALLER/APPOINTMENT SETTER
MEDICARE SOLUTIONS (08/2022 - 08/2026)**

Reach out to cold leads to set up appointments. Convert them into clients through pre-qualification questions. Gather information regarding their Medicare Supplement Insurance to help them lower their monthly expenses. Used Readymode Xencall Dialer as CRM.