
JOANA MARIE LEGASPI

COLD CALLER | APPOINTMENT SETTER | IT SERVICE DESK ANALYST

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PROFESSIONAL SUMMARY

Dynamic Appointment Setter/Cold caller for 1.5 years and Technical Support Analyst for 3 years with proven ability to build rapport quickly, overcome objections, exceed daily appointment targets; analyze, diagnose and resolve computer user support issues.

KEY SKILLS

- Appointment Scheduling
- Client communication
- Lead Generation
- Technical Support and Customer Service
- Data Entry
- Customer Relationship Management

WORK EXPERIENCE

Technical Support Analyst - Oct. 2025 - Mar. 2026

PacificTSP - Baguio City, Benguet, Philippines

- Assigned to an MSP client within the healthcare industry
- Provided over the phone remote assistance to resolve software and hardware issues, ensuring minimal downtime
- Collaborated with cross-functional teams to develop solutions for recurring technical problems
- Maintained high customer satisfaction through empathetic listening and clear communication

Appointment Setter/Cold Caller - Mar. 2024 - Sept. 2025

Farmer's Daughter Estate Sale Company LLC - Oakfield TN

- Conduct 80–100 outbound calls daily to potential clients.
- Qualify leads and schedule appointments for the sales team.
- Maintain accurate records in CRM systems such as HubSpot.
- Follow up with prospects through calls and email,

Service Desk Analyst - Network Operations Center - May 2023 - Mar. 2024

TaskUs - Imus City, Cavite, Philippines

- Provided first-level support for all IT-related issues for TaskUs employees
- Monitored and managed phone, email, and chat-based ticket queues
- Received, logged, validated, and diagnosed user issues and service requests

IT Service Desk Analyst - Jul. 2021 - May 2023

Atos Information Technology - MOA, Pasay City, Philippines

- Provided technical support to users and customers via phone and chat
- Responded to incoming IT support requests and resolved network, hardware, software, and application-related issues
- Logged, tracked, and updated tickets using a ticketing system, escalating unresolved issues to higher-level support when required

EDUCATION

BACHELOR OF SECONDARY EDUCATION - Major in English

De La Salle University - Dasmaringas, City of Dasmaringas, Cavite Philippines

College of Education Class of 2017

Licensed Professional Teacher

License No. 1649575

Date: June, 2018