

Maria Correa Salamat

Results-driven Inside Sales Associate and Advanced Technical Support Specialist with over 7 years of experience in lead generation, client relations, and technical troubleshooting. Proven track record in the U.S. Commercial Real Estate and Trucking Insurance industries, specializing in high-volume cold calling and lead qualification. Expert in navigating complex CRM systems and managing team performance through quality coaching and process-specific training. Dedicated to driving sales pipelines and delivering high-level technical solutions for global clients.

Work Experience

Sales Development Representative, BOND Insurance Brokerage

August 2025 – June 2026

- Conduct high-volume outbound dialing to prospective leads to gauge interest in competitive trucking insurance quotes.
- Identify and qualify potential clients within the logistics and transportation sector, initiating the sales pipeline through persuasive communication.

Inside Sales Associate, GoForClose LLC

August 2021 – May 2025

- Managed end-to-end lead generation through multi-channel cold-calling, email, and SMS campaigns, specializing in the US Commercial Real Estate market.
- Spearheaded operational setup for new clients, including channel configuration, lead synchronization testing, and the creation of strategic dialing playlists.
- Functioned as a Support Apprentice, performing "temp checks" and coaching ISAs to ensure adherence to System Quality Assurance (QA) standards.
- Forecasted manpower requirements and data allocation based on client budgets and specific campaign needs.

Advance Technical Support, Teleperformance Philippines

June 2018 – July 2021

- Served as a Level 2 Technical Support expert for a major US telecommunications provider, resolving complex billing, international service, and technical issues.
- Acted as a Subject Matter Expert (SME), facilitating agent training, answering process-related queries, and resolving escalated supervisor calls.
- Mentored team members by providing targeted feedback and instructional materials to improve individual performance and behavioral KPIs.

Educational Background

Bachelor of Science in Mathematic, Business Application

Bulacan State University, Malolos City

June 2010 – October 2012

Contact

Paombong, Bulacan, PH

Phone: +639544217530

Email: marrea.gs@gmail.com

Skills

- Insurance & Logistics: Expert in outbound lead generation for the trucking insurance industry, specializing in qualifying leads for commercial insurance quotes.
- Real Estate Expertise: Specialized knowledge in U.S. residential and commercial real estate lead generation and data collection.
- Lead Generation & Sales: Proficient in managing high-volume cold-calling, SMS, and email campaigns to drive sales pipelines.
- Technical Troubleshooting: Advanced Level 2 technical support experience, including billing resolution and international service troubleshooting.
- CRM & Systems Management: Knowledgeable in managing CRM applications, creating dialing playlists, and testing lead-pushing systems.
- Leadership & Coaching: Experienced Subject Matter Expert (SME) capable of coaching teams, performing quality checks, and managing process-specific training.
- Operations & Forecasting: Skilled in manpower forecasting and data allocation based on client budgets and campaign needs.