



MARIE YOL NUÑEZ MARAYAN

- +639561656061
- marieyolmarayan@gmail.com
- Door 2 Alcordos Apt., St. John the Baptist St. Cagayan de Oro City, Misamis Oriental 9000

OBJECTIVE

To get an opportunity where I can make the best of my potential and contribute to the organization's growth.

WORK EXPERIENCE

Pipeline Opportunity Manager

Insource Leads
January 2023 - November 2023

- focus on generating CQLs and SALs on behalf of Client company.
- work on projects requiring the conversion of Marketing Qualified Leads (MQLs) into SALs
- cold call leads to qualify for an appointment for the account manager.

Operations Manager

Arcus Innovations
December 2020- January 2022

- Leads and sets goals for the entire sales operations
- Develops, coordinates, and enforces systems, policies, procedures, and productivity standards of the Sales Department.
- Build and help to standardized business reporting for strategic analysis and internal business review.
- Developing and maintaining monthly performance evaluations and quarterly performance improvement plans for the sales agents.
- Track and analyze KPIs for growth, quota attainment and identify individual performance areas for improvement.

Sales Manager

Identiqa Solutions
May 2019 - December 2020

- Communicate organizational needs, oversee employees' performance, provide guidance, support, identify developmental needs, and manage the reciprocal relationship between staff and management.
- Conduct regular meetings with team to discuss about issues, concerns, updates, and other work related that needs to be discussed.
- Perform other special assignments as may be required by the Operations Manager.

Sales Representative/ Team Lead

Okir Publishing Inc.
Oct 2017 - December 2018

- Contacting new and existing customers.
- Spearhead the prospecting of new customers through sales phone calls.
- Search for new and published authors to relaunch their books.
- Highlight the essence of marketing to the author
- Deals with sales quota every month.

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WORK EXPERIENCE

Subject Matter Expert

411 Locals

July 2016- July 2017

- Ensured customer satisfaction and provided professional customer support through calls and emails. provide positive customer experiences by enhancing relationships between them.

Travel Service Specialist

Teleperformance Inc.

November 2013- June 2016

- Handles travel flight issues, conflicts, complaints, cancelations and refunds.
- Responsible for providing travel information, booking reservations, servicing existing reservations, educating on company websites, and providing ticketing services.
- Ensured customer satisfaction and provided professional customer support through calls and emails.
- provide positive customer experiences by enhancing relationships between them.

EXPERTISE

- Telemarketing
- Email and chat support
- Inbound and outbound call handling Marketing Specialist
- Email management
- Data Entry
- Project Management Skills
- Decision Making
- Conceptual Skills
- Initiative and Accountability

LANGUAGE

English

EDUCATION

College Graduate

Central Mindanao University

Bachelor of Science in Development Communication

2008-2012