

# NICOLE M. SILVA

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**Cold Caller | Appointment Setter**



## **Profile**

Driven by my passion for engaging with people, I am eager to pursue a role where I can create a significant impact. I am particularly drawn to opportunities that enable me to continually broaden my horizons and remain at the forefront of industry trends. During my tenure at C&M Investments, I actively pursued professional development, focusing on establishing rapport with prospective leads not solely for successful calls, but to ensure their comfort and confidence. I am enthusiastic about taking on new challenges and am now seeking a position with a forward-thinking and innovative company that embraces technological advancements. I am eager to apply my background to contribute to mutual success aligned with your company's vision. I welcome the opportunity to discuss how my skills and experiences can benefit your organization.

## **WORK EXPERIENCE/EXPOSURES**

**2023-2024**

***Lead Generation and Appointment Setter***

**SB HOMEBUYERS | FLORIDA, US**

For one year, I maintained regular communication with clients and leads, updating records and creating efficient tracking systems. I prepared accurate records and reports to support strategic decision-making processes and managed and organized email communications to ensure timely and effective responses. Additionally, I handled calendar management and scheduling of executive meetings to optimize time and productivity.

**2022 - 2023**

***Appointment Setter***

**Convertwire**

For one year, I called prospective investors through the CRM, handled appointment scheduling using Monday.com, and ensured that prospective investors were genuinely interested and willing to invest in the company.

## **EDUCATIONAL BACKGROUND**

College

Cor Jesu College, Inc. – Bachelor of Science in Computer Science

Sacred Heart Ave, Digos City, 8002 Davao del Sur

## **KEY SKILLS**

Technical Proficiency:

- CRM Software Management (Monday.com, HubSpot, Podio)
- Dialer (Google Voice, Mojo Dialer, Enzo Dialer, Calltools)
- Social Media Platforms (Facebook, Instagram)
- Email Marketing
- Scheduling Tools (Calendly)
- Data Management and Analysis
- Basic Coding and Programming Knowledge (JAVA LANGUAGE)

Communication Skills:

- Effective Verbal and Written Communication
- Client and Lead Engagement
- Professional Email Etiquette

Organizational Skills:

- Calendar Management
- Task Prioritization
- Record-Keeping and Documentation

Marketing and Sales Skills:

- Lead Generation Strategies
- Appointment Setting Techniques
- Social Media Marketing
- Advertisement Creation and Campaign Management

Analytical Skills:

- Data Analysis and Reporting
- Strategic Decision Support
- Problem-Solving

Customer Service Skills:

- Building and Maintaining Client Relationships
- Understanding Customer Needs and Preferences
- Handling Inquiries and Providing Solutions

Administrative Skills:

- Scheduling and Time Management
- Administrative Support
- Multitasking and Handling Various Responsibilities