

ROSE ANGELIQUE FERNANDO

SKILLS

- Client relationship building
- Customer empathy
- Upselling strategies
- Sales presentations
- Sales expertise
- Objection handling
- CRM proficiency
- Customer service
- Client engagement
- Cold calling

PROFESSIONAL SUMMARY

Results-driven sales professional with extensive experience in customer retention and relationship management. Adept at implementing targeted retention strategies to improve customer loyalty and satisfaction. Known for collaborative teamwork and flexibility in dynamic environments, with focus on problem-solving and effective communication.

WORK HISTORY

SALES RETENTION SPECIALIST 07/2024 to Current **Inspiro Altius**, Makati City, Metro Manila, Philippines

- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Evaluated competitor offerings regularly and adjusted strategies accordingly to maintain an edge in the market.
- Implemented various upselling tactics to retain customers while also increasing their spending levels within the company's offerings.
- Increased customer retention by effectively addressing concerns and providing tailored solutions.
- Exceeded monthly retention targets consistently by building rapport and trust with clients during interactions.
- Generated additional sales opportunities with upselling and cross-selling techniques.

CUSTOMER CARE SPECIALIST, HELLOFRESH ANZ 06/2021 to Current **HelloConnect, Inc.**, Taguig City

- Provide customers with product knowledge and educate on new products and app features to ensure they get the best out of their subscription
- Resolve customer complaints and feedback
- Meet the individual KPIs and targets set by the management team
- Able to work on all channels - Email, Voice, Chat, DM using PureCloud
- Assisting agents with the process
- Checking agents KPIs and target on a weekly, monthly and quarterly basis
- Giving agents a quick coaching on how to improve handling interactions
- Join Team huddles and other meetings regarding new process and updates
- Providing updates to the agents on a daily basis
- Doing some external and admin tasks such as logistics, sending emails to the couriers and taking escalation calls

- Verified accuracy of customer account information and updated when necessary.
- Provided customers with detailed information on company products, services and materials.

SALES AGENT REPRESENTATIVE, DISH 05/2019 to 05/2021

Inspiro Relia, Inc., Makati City

- Answer inbound sales inquiries over phone relating to products, services and current promotions for Dish TV Satellite
- Communicate and explain the value of the client brand and benefits of services to potential customers by establishing relationships and building strong rapport
- Use effective selling techniques to identify customer needs and drive sales results
- Create work order for new and existing Dish customers

SALES AGENT REPRESENTATIVE 10/2016 to 03/2019

Leadhustler, Inc., Pampanga

- Calling leads / prospective clients using a list of phone numbers provided
- Fielding basic questions and concerns about the products and services offered

EDUCATION

St Scholastica's College Manila , Manila

No Degree, Business Management , 06/2006