



SAPPHIRE LEA EUGENIO

CUSTOMER SERVICE

PROFILE

Motivated and goal-oriented professional with extensive experience in cold calling, customer service, and telesales. Seeking a position as a Cold Caller / Telemarketer where I can leverage my strong communication, negotiation, and customer relationship skills to generate leads, close sales, and contribute to company growth.

SKILLS

Excellent communication & persuasion skills

Cold calling & telesales expertise

Customer relationship management (CRM tools)

Computer literate: MS Excel, MS Word, CRM Software

Lead generation & follow-up management

Time management & organization

Target-driven with proven sales results

Inbound & outbound call handling

PROFESSIONAL EXPERIENCE

AIRSYNC HVAC Heating and Cooling System – New York
Cold Caller / Inbound & Email Support

Feb 2025 – January 2026

- Conduct outbound cold calls to potential clients using CRM and lead databases.
- Research and qualify leads, build rapport, and present product offerings.
- Handle inbound customer inquiries with professionalism and efficiency.
- Schedule follow-ups and maintain accurate call notes and CRM updates.
- Manage emails, respond promptly, and maintain organized communication records.
- Consistently met or exceeded daily and weekly lead generation targets.

Concentrix BPO Company – Quezon City
Customer Service Representative (CSR)

Aug 2021 – Feb 2024

- Supported multiple accounts: Health, Financial, and Telco.
- Assisted customers with claims, benefits, banking issues, billing, and app support.
- Managed high call volumes while maintaining top-quality service standards.
- Promoted customer retention and loyalty by resolving issues efficiently.

Generated leads for sales teams and documented all interactions in CRM systems.

EASYBUY – United Arab Emirates

Customer Service Representative (Cold Calling – Online Shopping)

Jul 2013 – Nov 2014

- Made cold calls to promote online shopping products and services.
- Negotiated deals with buyers and sellers, closing multiple successful sales.
- Demonstrated resilience and adaptability in a competitive market.

EDUCATIONAL HISTORY

Southern Isabela College of Arts and Trades (SICAT)

Vocational Course – Food and Beverage Services (FBS)

2008 – 2009

East Asia International System College (EAISC)

Tertiary Level – San Fermin, Cauayan, Isabela

2006-2008