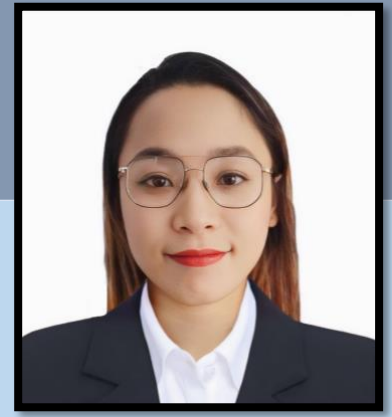


SHARA JEAN APRIL BURLAT

INSIDE SALES ASSOCIATE

0912 635 5632

burlatsharajeana@gmail.com



WORK EXPERIENCE

ACCOUNTANT ASSOCIATE

VXI Global Solution, 3F SM Annex Ecoland, Davao City, 8000

April 2022 - August 2024

- Call handling Inbound and Outbound call
- Basic troubleshooting
- Assisting billing inquiries and dispute
- Developed and implemented an innovative and effective sales strategy to increase customer retention by 20%.
- Utilized effective communication and interpersonal skills to build trust and rapport with clients.
- Met and exceeded individual and team sales targets.

CAKE DECORATOR

Goldilocks / Sugar & Spice Corp., 14 Rizal St, Mati, Davao Oriental

November 2017 - February 2022

- The ability to communicate effectively with customers to ensure satisfaction with their cake design.
- Developed business relationships with customers to ensure repeat business.

CUSTOMER SERVICE

Davao Central Warehouse Club Inc., 14 Rizal St, Mati, Davao Oriental

February 2016 - October 2017

- Assisted customers with product selection, product orders, and product returns.
- Prepared detailed reports to track customer service metrics and identify areas of improvement.
- Developed promotional materials and campaigns to increase brand awareness and drive sales.

EDUCATIONAL ATTAINMENT

COLLEGE

Bachelor of Science and Business Administration

Davao Oriental State College of Science and Technology

Aug 2016 - Oct 2020

VOCATIONAL

Hotel and Restaurant Services NC II

Lupon School of Fisheries

Technical Education and Skills Development Authority (TESDA)

Jun 2011 - Apr 2012

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

SHARA JEAN APRIL BURLAT
Applicant

SUMMARY

Experienced Inside Sales Associate with 8 years of customer service and sales experience. Excellent communication, organizational and problem-solving skills. I excel at building strong relationships through open communication and understanding needs.

SKILLS

- Communication
- Time management
- Product knowledge
- Customer service
- Salesmanship
- Teamwork
- Problem-solving
- Work ethic

TRAININGS

REAL ESTATE

- Basics of Real Estate: Home Buying & Selling
- MLS Circulation and Management
- Handling Objections
- Lead Management: Tom Ferry Scripts
- Lead Management: Mike Ferry Scripts
- Basics of Geo-Farming
- Buyer & Seller Leads
- FSBO Leads
- Expired Leads
- Circle Prospecting Leads

ADMIN AND MARKETING

- Calendar Management
- Email Management
- CRM Management