



ZAIRAH MARIE AGSALUNA

CSR, Bill Negotiator, Real Estate Specialist, Sales Representative, Appointment Setter, Web Design

CONTACT INFORMATION



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EDUCATIONAL BACKGROUND

Central Philippines University

COLLEGE OF SCIENCE AND ARTS
AB POLITICAL SCIENCE

- Learn about governments, public policies and political behavior
- Studied the deepen human understanding of the forms and nature of political action
- Developing theoretical tools for interpreting politically meaningful phenomena

QUALIFICATIONS

- Ability to work under pressure.
- Time Management.
- Excellent in communicating using English language.
- Outstanding Customer Service, Communication and interpersonal skills.
- Proven ability to work effectively with diverse personalities in a tactful, decisive and resourceful manner.
- Detail oriented, strong organizational skills with ability to carry out tasks with minimal supervision.
- Proven ability to quickly and accurately learn various forms of technology and software.

Northern Iloilo Polytechnic State College

BS ENTREPRENEURSHIP

- Graduated Cum Laude
- Student President Council of the Entrepreneur Department
- Assistant Editor-in-Chief of School Paper
- President of the college Chess Club

WORK EXPERIENCE

Customer Service Representative (Retention Department)

BELL MOBILITY CANADA
JUNE 2016 TO MAY 2017

- Handled billing Concern
- Customer complaint
- Technical Support (Tier 1)
- Escalation

Customer Service Representative

ORBITZ (TRAVEL ACCOUNT)
JUNE 2017 TO APRIL 2018

- Assist customer to book hotel, flights and rent a car
- Handle cancellation of booking
- Answers all customer's inquiry

Appointment Setter

STERLING SILVER (INSURANCE-
MEDICARE, MEDICAID, TRICARE)
APRIL 2018 TO OCT 2018

- Cold Calling
- Qualify Leads
- Appointment Setting
- Transfer to Closers

Sales Associate (Retail Account)

HP (HEWLETT PACKARD)
OCT 2018 TO DEC 2019

- Tailor-fit customers preference
- Suggest the best product
- Appointment Setting
- Answers all customer's inquiry

Real Estate Specialist

DIVVY HOMES
FEB 2020 TO AUGUST 2020

- Help the prospect to buy a home
- Answer all inquiries
- Help process required documents
- Analyzed if qualified or not

Bill Negotiator

TRIM
SEPT 2020 TO OCTOBER 2021

- Negotiate account holder's bill
- Help them get a discount
- Call or chat to negotiate the account holder's service provider
- Make sure to bring the bill down

Appointment Setter

CASA HOME BUYER
NOV 2021 TO NOV 2022

- Set appointment by cold calling, texting and email

Promoted as Team Manager

- Generate leads using Property Radar and Propstream and skiptrace the leads I generate
- Uploading list to dialer
- Looking for wholesalers, investors and flippers on BiggerPockets, LinkedIn and Facebook and contact them if they are interested to work or partner with my client
- Performance tracking, coaching, training new hires and interviews for applicants
- CRM management and follow up leads
- Evaluating ARV and MAO using Zillow and Privy. Also doing at least 3 comparable per leads
- Editing and creating new page for website using Carrot
- Agent Outreach and follow up.

CASA HOME BUYER

TOOLS

- CallTools
- BatchLeads
- BatchDialer
- Propstream
- Property Radar
- GSuite
- ForeFront (CRM)
- DocuSign
- Slack
- Zapier
- LeadSherpa
- Zillow
- Privy
- BiggerPockets