

## The tools I'm familiar with:

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Podio;RESimpli;Salesforce;Canva;Spreadsheets;XenCall (Ready Mode);CallTools;Other Tools

Other tools: Hubspot, Propstream, Podium, Wordpress

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## My Work Experience:

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<b>Company:</b> Sutherland Global Services	<b>Period:</b> 2015-07-15 – 2018-03-26
<b>Role:</b> Consultant, AT&T	<b>Responsibilities:</b> Delivering exceptional customer service by ensuring customer's satisfaction at the end of the call.
	<b>Reason for leaving:</b> Going back to province
<b>Company:</b> VXI Global Holdings	<b>Period:</b> 2018-06-11 – 2020-07-13
<b>Role:</b> Sales and Billing Expert	<b>Responsibilities:</b> Ensures customer satisfaction through providing a great experience and excellent customer service. Placing and tracking orders are one of our job. I'm also a billing expert and can provide satisfying explanation of their bills.
	<b>Reason for leaving:</b> Maternity rest
<b>Company:</b> Carolina Offer	<b>Period:</b> 2020-02-04 – 2023-03-30
<b>Role:</b> Lead Manager/ Client Relations Specialist	<b>Responsibilities:</b> Pulling up leads from the pipeline, making a call and following up with homeowners if they still want to sell their properties.
	<b>Reason for leaving:</b> Aiming for some growth
<b>Company:</b> LocalShift	<b>Period:</b> 2024-04-01 – 2024-07-19
<b>Role:</b> Service Development Representative/ Appointment Setter	<b>Responsibilities:</b> Calling and/or initiating an outreach to company owners to set up a schedule for a demo with our Account Executives
	<b>Reason for leaving:</b> Company is doing a transition

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All the information was provided by the candidate.