



HENRY

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

TELEMARKETER

Gabtech Global, LLC (Glendale, AZ, USA) | September 2023 – July 2024 (11 Months)

- Contacted opted-in leads, qualified and verified prospect information, and warm-transferred high-intent leads to U.S.-based counterparts to support student enrollment initiatives

TELEMARKETER

OpenLook Business Solutions, Inc. | March 2023 – August 2023 (6 Months)

- Conducted cold calling to identify and qualify prospects, increasing sales opportunities by 20% and achieving a 15% appointment-setting conversion rate while maintaining accurate CRM records

CUSTOMER SERVICE REPRESENTATIVE

Transcom Worldwide Inc. | January 2019 – March 2023 (4 Years, 3 Months)

- Handled customer service and back-office support, managed data entry and rate code adjustments for phone, cable, and internet services, and resolved data discrepancies to maintain high accuracy standards

ADMINISTRATIVE ASSISTANT

Provincial Economic Enterprise Development Office (PEEDO) | July 2016 – December 2018 (2 Years, 6 Months)

- Supported administrative and operations functions by managing procurement processes, purchase orders and requests, inventory tracking, payroll administration, document management, and data entry for economic development projects

SKILLS/AREAS OF EXPERTISE

- BPO Experience (7+ Years)
- Customer Service (Voice Support)
- Technical Support (Phone, Cable & Internet Services)
- Lead Generation & Qualification
- Cold Calling & Telemarketing
- Appointment Setting & Warm Transfers
- Data Entry & Record Management
- Administrative Support
- Inventory & Procurement Assistance
- Payroll Administration Support
- Customer Retention & Issue Resolution
- Organizational & Time Management Skills

TECHNOLOGY

- LiveVox
- PhoneBurner
- VOIP / Dialer Systems
- Microsoft Office 365 (Word, Excel, Outlook)
- Google Workspace
- CRM / Lead Management Systems

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