



JUSTINE

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

BUSINESS DEVELOPMENT REPRESENTATIVE

Outsource Accelerator | November 10, 2025 – January 22, 2026 (2 Months)

- Conducted 250–300 outbound calls daily to identify hiring needs, scheduled qualified prospects for meetings with Source Partners, ensured attendance at scheduled calls, and maintained consistent follow-ups via email to drive successful client engagements.

CLIENT SUCCESS MANAGER

VirtualStaff.ph | March 14, 2025 – October 19, 2025 (7 Months)

- Led Google Meet consultations to present recruitment support services (Payroll, HR Compliance, Onboarding), handled B2B sales tasks, guided clients through platform features, and supported payroll and hiring workflows to ensure smooth client onboarding.

VIRTUAL GUARD ASSISTANT / REAL ESTATE SUPPORT

August 21, 2024 – March 10, 2025 (7 Months)

- Managed residential security access control systems while supporting real estate agents with lead generation, prospect outreach, and client engagement initiatives.

CUSTOMER SERVICE REPRESENTATIVE (T-MOBILE ACCOUNT)

Telus International | July 19, 2023 – June 6, 2024 (11 Months)

- Resolved customer concerns efficiently to prevent repeat calls within seven days, handled conflict situations, and upsold relevant telecom products and services.

SALES REPRESENTATIVE (VERIZON ACCOUNT)

Afni Philippines | March 29, 2023 – June 6, 2023 (3 Months)

- Managed inbound and outbound sales calls, presented telecom products and services, and successfully closed customer transactions.

CUSTOMER SERVICE REPRESENTATIVE (FINANCIAL ACCOUNT)

Alorica | March 15, 2022 – November 24, 2022 (8 Months)

- Collected payments on past-due accounts, conducted outbound billing calls, and resolved customer concerns related to financial transactions and account inquiries.

SKILLS/AREAS OF EXPERTISE

- Computer & System Management
- Customer Experience & Client Support
- Data Entry & CRM Management
- Business Development
- Sales Development & Lead Qualification
- Adaptability & Flexibility
- Leadership & Team Collaboration
- Attention to Detail & Accuracy

TECHNOLOGY

- Zoho CRM
- HubSpot
- Pipedrive
- Salesforce
- RingCentral
- Apollo

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