



BOBBY

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WORK EXPERIENCE

INSIDE SALES REPRESENTATIVE (Independent Contractor, Remote)

Masters Wholesale, CA, USA | Oct 2024 – Feb 2025 (4 months contract)

- Supported revenue booking, managed customer relations, prepared sales reports, and collaborated with teams to achieve sales growth targets.

BUSINESS DEVELOPER – NORTH CEBU

Coca-Cola Europacific Aboitiz Philippines | Mar 2022 – Jul 2025 (3 years, 4 months)

- Managed lead generation, pipeline, and deal closing; built client relationships; tracked performance; and drove revenue growth using Salesforce CRM.

PRE-SELLER – METRO CEBU

Coca-Cola Beverages Philippines Inc. | Mar 2014 – Feb 2022 (7 years, 11 months)

- Executed sales and product promotion, educated customers, analyzed market/competitors, and coordinated with sales/delivery teams to achieve top preseller awards.

TECHNICAL SUPPORT REPRESENTATIVE

Stream Global Services (Accenture) | Mar 2012 – Feb 2014 (1 year, 11 months)

- Provided internet troubleshooting, service activation, maintenance communication, and upselling of internet plans; awarded top up-seller.

CUSTOMER SERVICE REPRESENTATIVE

Convergys (Amazon) | Sep 2011 – Mar 2012 (6 months)

- Handled account/order management, billing, fraud prevention, and upselling through phone, email, chat, and social media.

CUSTOMER RELATION MANAGEMENT

Lexmark CSSC | Sep 2009 – Sep 2011 (2 years)

- Managed customer engagement, order processing, CRM systems, and supported inbound/outbound calls for US/Canada customers.

BILLING ASSISTANT

FedEx | Oct 2008 – Jun 2009 (8 months)

- Processed inbound freight bills, checked invoices, prepared debit memos, and supported credit/collection teams.

INVENTORY CONTROL STAFF

Electro World Inc. | Oct 2007 – Oct 2008 (1 year)

- Managed inventory, documented stock movement, and coordinated with departments for accurate reporting.

SKILLS/AREAS OF EXPERTISE

- Customer Service (Phone, Email, Chat, Social Media)
- Technical Support (CSR / TSR)
- Sales & Retention
- Billing Assistance
- Appointment Setting
- Upselling & Cross-Selling
- Complaint Handling & Issue Resolution
- Refund Processing
- General Inquiries Management
- Troubleshooting & Service Activation
- Email & Calendar Management
- General Virtual Assistance
- E-commerce Support
- Email Marketing

TECHNOLOGY

- Microsoft Office 365
- Google Workspace (GSuite)
- Cisco
- Avaya
- HubSpot
- Salesforce CRM
- NetSuite
- Power BI

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