



# GILBERT

[VIDEO INTERVIEW](#)

## WORK EXPERIENCE

### FINANCIAL ADVISOR

Pru Life UK | August 2022 – Present

- Advises clients on health, wealth, and future planning by preparing detailed financial reports, offering life insurance solutions, generating prospects, and closing sales

### RESIDENTIAL PROPERTY MANAGER ADMIN

Mynd Property Management | July 2022 – January 2023 (7 Months)

- Supported property management operations by maintaining service standards, improving operational efficiency, and contributing to higher customer satisfaction

### COLD CALLER/VIRTUAL ASSISTANT

Freelance | September 2021 – June 2022 (10 Months)

- Conducted 300-700 cold calls daily, set 5-7 appointments monthly, pitched company offerings, and provided client feedback and performance reports

### CUSTOMER & TECHNICAL SERVICE REPRESENTATIVE (COMCAST ACCOUNT)

ResultsCX | June 2019 – July 2021 (2 Years, 2 Months)

- Delivered call, chat, and email support for residential customers, handled billing and maintenance concerns, provided Tier II internet and cable support, and performed soft-selling for telecom services

## SKILLS/AREAS OF EXPERTISE

- Technical Support (Internet, Cable, Telephone Services – Tier II)
- Customer Service (Voice, Chat, Email)
- Billing & Maintenance Issue Resolution
- Lead Generation
- Cold Calling
- Appointment Setting
- Customer Retention & Soft Selling
- Escalation Handling
- Email & Calendar Management
- Client Reporting & Feedback
- Financial Advisory Support (Client Reports, Policy Presentation)
- Real Estate Property Management Support
- Prospecting & Sales Closing

## TECHNOLOGY

- GoDaddy
- Asurion
- Avaya
- ViciDial
- Cisco
- RingCentral
- Zendesk
- HubSpot
- Microsoft Office 365
- Google Workspace
- Asana
- Monday.com
- ClickUp

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