



EMMANUEL

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

PLACER/LEAD GENERATION/TEAM LEADER

Terry's Florist | August 2020 – February 2023 (2 Years, 6 Months)

- Handled order placement and lead generation for U.S.-based floral services, supported customer inquiries, and later led a team for six months, ensuring quality service delivery and meeting daily performance targets Resume 2026

CUSTOMER SERVICE REPRESENTATIVE

Brandlink Philippines OPC (BTBP Philippines) | August 2023 – March 2025 (1 Year, 7 Months)

- Provided customer support services by handling inquiries, resolving concerns, and maintaining accurate records while meeting service quality and productivity standards in a BPO environment Resume 2026

LEAD DEVELOPMENT REPRESENTATIVE

Green Wave Ingredients Inc. (Ingredients Online) | April 2025 – December 2025 (9 Months)

- Conducted lead generation and qualification activities for the sales team, supported pipeline development, and assisted in maintaining accurate prospect data for U.S.-based B2B operations

SKILLS/AREAS OF EXPERTISE

- Lead Generation & Business Development
- Cold Calling & Inbound/Outbound Calling
- Appointment Setting
- Client Qualification & Credential Gathering
- Pharmaceutical Lead Generation
- Customer Service (BPO Experience)
- Sales Support & Follow-ups
- Email & Calendar Management
- CRM Data Management & Reporting

TECHNOLOGY

- Apollo.io
- LinkedIn
- HubSpot
- Asana
- Microsoft Office 365
- Google Workspace

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