



RUTH ANN

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT

A New Legacy Family Services | Dec 2024 – Jul 2025 (7 months)

- Managed patient service scheduling, maintained accurate records, coordinated with medical insurance providers, handled communications, and organized confidential documents.

CORP CHURN SPECIALIST/ACCOUNTS RECEIVABLES

Carta | Oct 2023 – Dec 2024 (1 year, 2 months)

- Analyzed churn-prone companies, contacted overdue clients, handled collections, reviewed invoices, managed emails, resolved payment issues, and supported customers with billing inquiries.

BUSINESS DEVELOPMENT REPRESENTATIVE

Medallia | Sept 2021 – Oct 2023 (2 years, 1 month)

- Managed SMB, corporate, and LLC campaigns; generated leads via cold calling, email, and LinkedIn; used CRM tools; qualified prospects; and collaborated with sales/marketing on engagement strategies.

SALES DEVELOPMENT REPRESENTATIVE

Diversify | Apr 2020 – Sept 2021 (1 year, 5 months)

- Prospected and qualified leads using Zoominfo and Sales Navigator; executed outreach via phone/email; scheduled product demos and tracked leads in CRM.

SALES DEVELOPMENT REPRESENTATIVE

Concert 8 | Jun 2019 – Apr 2020 (10 months)

- Managed YourChatTeam and Concert8 campaigns, conducted cold outreach, scheduled demos, coordinated tasks, and analyzed engagement data.

TECHNICAL SUPPORT REPRESENTATIVE

Telstra | Feb 2018 – Feb 2019 (1 year)

- Resolved residential customer technical issues using Zendesk and created escalation tickets in Siebel while documenting cases accurately.

CUSTOMER SERVICE/TECHNICAL SUPPORT

iQor | Feb 2016 – Jan 2018 (1 year, 11 months)

- Supported Virgin Mobile customers with account issues, documentation, and ticket escalation using SmartSolve.

CONSULTANT

Sutherland Philippines | Aug 2011 – Sept 2015 (4 years, 1 month)

- Assisted eBay buyers/sellers, verified fraudulent accounts, created tickets for escalations, and provided customer support.

SKILLS/AREAS OF EXPERTISE

- Customer Service (Inbound & Outbound)
- Technical Support & Troubleshooting
- Billing & Payment Assistance
- Sales & Retention
- Appointment Scheduling & Calendar Management
- Email Management & Business Correspondence
- Lead Generation & Prospecting
- CRM Systems Management (Salesforce, HubSpot, PipeDrive, Siebel)
- Account Receivables & Collections
- Data Entry & Analysis
- Ticketing System Management
- File & Records Management

TECHNOLOGY

- Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams)
- Google Workspace (Docs, Sheets, Slides, Gmail, Calendar, Drive, Meet)
- Salesforce
- HubSpot
- PipeDrive
- Siebel
- Zendesk
- SmartSolve
- ZoomInfo
- LinkedIn Sales Navigator
- Apollo.io
- Outreach
- Gmail
- Slack

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