



GENEVIEVE

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WORK EXPERIENCE

COLD CALLER/APPOINTMENT SETTER

Ameritel BPO | December 2025 – February 2026 (3 Months)

- Initiated 200+ outbound calls daily using automated dialers, identified prospect pain points and qualification criteria, and set firm, qualified appointments for sales representatives to close deals.

TECHNICAL SUPPORT REPRESENTATIVE (REMOTE SETUP)

SupportNinja Inc. | December 2022 – July 2025 (2 Years, 8 Months)

- Provided phone and email support to clients, managed and maintained case resolutions with attention to alignment and satisfaction, and coordinated with corporate IT teams to troubleshoot logistics-related technical concerns.

CUSTOMER SUPPORT REPRESENTATIVE

SupportNinja Inc. | February 2021 – November 2022 (1 Year, 10 Months)

- Worked as a chat moderator assisting customers with account and transaction concerns while ensuring accurate and timely issue resolution.

CUSTOMER SUPPORT REPRESENTATIVE

iQor Clark | February 2017 – January 2021 (4 Years)

- Delivered voice and chat support across customer care, international services, and retention lines of business, assisting customers with billing, service usage, plans, and technical device troubleshooting.

PART-TIME ENCODER & TRANSCRIPTIONIST

CALLREVU (CyberCity) | 2014 – October 2016 (2 Years, 10 Months)

- Encoded and transcribed customer information accurately while maintaining data integrity and attention to detail.

SKILLS/AREAS OF EXPERTISE

- Customer Support
- Technical Support
- Cold Calling
- Appointment Setting
- Data Entry and Transcription

TECHNOLOGY

- Microsoft Office 365
- Microsoft Teams
- Slack
- Salesforce
- Notion
- Canva

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