

# JILLIAN DANIELLE GALVEZ

Virtual Assistant

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Dynamic Customer Care Representative with over a **year of experience** in high-volume call centers, excelling in **data entry** and **email-chat support**. Proven track record in achieving a 95% first-contact resolution rate and maintaining an average CSAT score of 4.8/5, skilled in utilizing **CRM systems** effectively. Ready to leverage proactive problem-solving skills and a collaborative approach in support roles.

## PROFESSIONAL EXPERIENCE

### Teleperformance, Vertis North

*Customer Care Representative*

- Handled approximately 40 inbound calls per shift with a 95% FCR and exceeded SLA by 12%.
- Logged 100+ daily cases in CRM with accurate, timely documentation.
- De-escalated complaints using active listening, maintaining a 4.8/5 CAT score.
- Built weekly dashboards to track metrics and cut repeat issues by 15%.
- Conducted weekly RCA on escalations, reducing repeat complaints by 15%.

### Freelance / Remote

*Cold Caller / Salesfront Representative - SEO Services*

- Conducted an average of 80-120 outbound sales calls per day to small and mid-sized businesses, introducing **SEO solutions** designed to improve **online visibility** and **customer acquisition**.
- Persuaded business owners by presenting clear **value propositions**, resulting in a 25% **lead conversion rate** and exceeding weekly **sales quotas** by up to 30%.
- Performed **needs analysis** to identify website and ranking issues, tailoring pitches to each client's **industry** and current **digital presence**.
- Managed objections and handled gatekeepers effectively, maintaining a professional, persuasive, and **customer-focused** approach during every call.
- Coordinated with the **SEO fulfillment team** to ensure accurate handoff of qualified leads and smooth onboarding for newly closed clients.
- Logged and updated all call outcomes and lead statuses in **CRM**, maintaining 100% accuracy for **reporting** and **follow-up**.

## SKILLS

- Communication Skills:** Client Communication, Email Management, Drafting, Active Listening, Customer Support, Managing Objections
- Technical Skills:** Google Workspace, Drive, Sheets, Gmail, Microsoft Office Suite, CRM Platforms, Scheduling Tools, Data Entry, Ticket Triage
- Content Creation Skills:** Social Media Content Creation, Research, Presentation Skills
- Process Improvement Skills:** Escalation, Process Improvement, Quality Assurance, Conducting Root Cause Analysis (RCA), Building Dashboards
- Sales Skills:** Outbound Sales Calls, Needs Analysis, Persuasive Communication, Lead Conversion, SEO Solutions, Closing Clients