



CHRISTOPHER MANALAD

VIRTUAL TEAMMATE



SKILLS SUMMARY

- SOCIAL MEDIA MANAGEMENT
- TELEMARKETING
- EXECUTIVE ASSISTANT
- ADMINISTRATIVE TASKS
- CALENDAR MANAGEMENT
- WEBSITE MANAGEMENT
- GRAPHIC DESIGN

TOOLS

- | | |
|-----------------|-----------|
| Canva | Facebook |
| Flodesk | Meta |
| Wix | Youtube |
| MS Office | BUYBOTPRO |
| Google Drive | KEEPA |
| Google Sheets | CONVOSO |
| Google Calendar | |
| Asana | |
| Trello | |
| Slack | |
| Quickbooks | |
| Salesforce | |

PERSONAL PROFILE

Productive employee with proven track record of successful project management and producing quality outcomes through leadership and team motivation. Works with clients to determine requirements and provide excellent service.

WORK EXPERIENCE

OUTBOUND SALES AGENT WORK FROM HOME

Transparent BPO 09/2021-06/2024

SSDI, MEDICARE ADVANTAGE, FINAL EXPENSE, ACA, VETERANS ASSISTANCE and RX PHARMACY

- Applied correct hold and transfer procedures, consistently keeping call times within the timeframe target.
- Identified and pursued opportunities to upsell company products and services.
- Built and nurtured positive client and customer relationships through positive, professional communication.

OUTBOUND SALES AGENT WORK FROM HOME

VERSATEL 05/2021 - 07/2021

MEDICARE ADVANTAGE

CALL CENTER AGENT ON-SITE/WORK FROM HOME

AB Outsourcing Service - General Santos City , Philippines 01/2020 - 05/2021

DONATION CAMPAIGN, REAL ESTATE, AUTO INSURANCE CAMPAIGN, OFFICE BASED, WORK FROM HOME

PRE-SALES CHECKER WORK FROM HOME

AMAZON 08/2018 - 02/2019

- Check stocks that were ordered in Amazon, Encode stocks Compare colors, shapes, and sizes with templates, charts and samples to gauge irregularities.