



Shaine Nicole Beldia

Contact

Address

Quezon City, Metro Manila,
Philippines 1103

Phone

639291623913

E-mail

shainebeldia@gmail.com

Skills

Contract Management

Sales Presentations

Customer Service

Relationship Building

Salesforce CRM

Cold calling expertise

B2C Sales

Salesforce

Product Knowledge

Cheerful and energetic

Relationship building and

Motivated individual with experience in customer service and sales. Skilled in building customer relationships and understanding customer needs. Strong communication and interpersonal skills for providing superior customer service. Outside sales specialist with strength in negotiations, e-commerce and customer service. Excellent interpersonal and time management skills. Results-oriented sales worker engages with customers to help establish rapport. Proven track record of building customer relationships and successfully closing sales. Committed to delivering exceptional customer service and exceeding sales goals.

Work History

Inside Sales

Representative 2

Dell Technologies, Bonifacio Global City, Taguig

2022/08 -
2025/06

- Conducted weekly review meetings with fellow Inside Sales Representatives to share insights and collaborate on strategies for improvement.
- Streamlined sales process efficiency by maintaining accurate records of client interactions in CRM systems, ensuring seamless followup.
- Nurtured long-term customer relationships through regular check-ins, keeping them informed of relevant updates and promotions.
- Enhanced customer satisfaction through attentive service, addressing concerns promptly, and offering tailored solutions.
- Exceeded monthly quotas consistently by employing persuasive sales techniques and leveraging in-depth product knowledge.
- Assisted management in setting realistic yet challenging goals for individual representatives based on historical data analysis and market trends.
- Reduced customer churn rate by anticipating needs proactively, offering value-added services or discounts as appropriate.
- Increased sales revenue by building strong relationships with clients and providing insightful product recommendations.
- Generated new leads through networking, ads and cold calling.
- Generated leads through cold-calling, networking and other outreach methods.
- Utilized targeted email campaigns and cold calling to increase revenue.

management

Expertise in cold calling

Customer Relationship
Building

Sales closing

Cold-calling

Objection handling

B2B Sales

Sales Pipeline Management

Goals and performance

Sales Representative of the
Month Award

Payment Processing

Closing Techniques

Order Processing

Multitasking

- Completed daily cold calling and outreach to build sales pipeline.
- Performed cold-calling and follow-ups with leads to secure new revenue.
- Acted as inside sales representative through cold calling and pursuing qualified leads.
- Enhanced sales operations through development of new sales strategies, cold calling techniques and customer follow-up

2021-09 -
2022-07

Sales Representative

Everise, Bonifacio Global City, Taguig

- Developed tailored solutions in response to unique customer needs, increasing overall satisfaction rates.
- Utilized CRM software to manage client information, track leads, and monitor sales progress efficiently.
- Increased sales revenue by identifying and targeting high-potential accounts. Conducted product demonstrations to educate customers on features, benefits, and competitive advantages. Answered patient inquiries and provided information about healthcare services. Developed investment and insurance programs and prepared sales presentations.
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2020-09 -
2021-07

Customer Service Associate

GeBBs Healthcare Solutions, Mandaluyong City Manila, Philippines

- Conducted follow-up calls to ensure complete satisfaction after issue resolution or product purchase completion. Developed strong relationships with clients through attentive listening and empathetic understanding of their needs. Assisted colleagues with challenging situations, providing guidance based on expertise and experience in the industry. Coordinated with other healthcare professionals to provide patients with comprehensive care. Provided prior authorization support for physicians, healthcare providers and patients in accordance with payer guidelines.
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2020-02 -

Bookkeeper Associate

2020-08

Concentrix, Eton Centris, Quezon Avenue

- Provided support during audits by supplying requested documentation promptly and accurately.
- Contributed to the development of annual budgets by providing input on historical expenses and anticipated future costs.
- Reduced errors in financial reporting by conducting thorough reviews and ensuring accurate data entry.

2019-01 -
2020-02

Customer Service Representative

Alorica, Eton Centris, Quezon Avenue

- Streamlined financial processes for improved efficiency and accuracy in portfolio management.
- Conducted thorough risk assessments, minimizing potential losses for clients and the firm. Built strong relationships with clients through transparent communication and trust-building activities. Met with customers to assess needs, financial status, and eligibility. Conducted regular quality assurance checks on interactions with customers to ensure agents were meeting established guidelines and standards for service excellence. Developed strong product knowledge to provide informed recommendations based on individual customer needs.
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Education

2019-05

Bachelor of ArtsPhilosophy

***Polytechnic University of The Philippines - Sant
Manila***