

Gabriel Caratihan

Customer Service & Sales Professional

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Professional Summary

Results-driven **Customer Service & Sales Professional** with 2+ years of experience boosting sales and delivering exceptional client support. Proven track record of driving a **20% sales increase** and maintaining a **98% customer satisfaction rate**. Skilled in the full client lifecycle—from outbound prospecting and lead nurturing to inbound support and retention. Leverages a background in **Psychology** and **Programming** to connect with clients, analyze behavior, and quickly master new technologies.

Core Competencies

- **Customer Service & Sales:** Inbound & Outbound Calls | Live Chat Support | Lead Generation | Sales Cycle Management | Issue Resolution | Customer Retention | Objection Handling | Data Entry
- **Technical Skills:** Microsoft 365 | Google Workspace | CRM Platforms (Salesforce/HubSpot basics) | Slack | Zoom | Asana | Trello | Mailchimp
- **Communication:** Fluent English (C2) | Professional Correspondence | Active Listening | Persuasive Communication | Empathy & Rapport Building

Professional Experience

Sales Manager | Algorithmics

August 2024 – November 2024

- Increased sales by **20% in three months** through outbound lead calls and consultative selling.
- Built and managed a consistent pipeline of qualified leads, scheduling demos and follow-ups.
- Delivered persuasive product presentations, converting prospects into long-term clients.

Customer Service Representative | Alorica Teleservices Inc.

August 2022 – March 2024

- Maintained a **98% customer satisfaction rate** supporting a U.S.-based insurance provider.
- Resolved complex customer concerns with empathy and product expertise, exceeding KPIs.
- Promoted to **Subject Matter Expert & Performance/Quality Improvement Agent** for leadership and service excellence.
- Analyzed client data to track performance metrics (daily, weekly, monthly), driving service improvements.

Education

College – Computer Programming | Imus Computer College (Expected 2027)

College – BS Psychology | Cavite State University (2022 - 2023)