

# cyril marc cosin

Cagayan de Oro

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Willing to relocate: Anywhere

## WORK EXPERIENCE

### **Appointment Setter/Customer Service**

Rapid Agents - California

#### Responsibilities

- Make cold calls to potential customers keeping in mind the DNC list
- Set qualified sales appointments for sales personnel to follow up on
- Assist management in exceeding sales quota
- Maintain records of all telemarketing activities including calls and follow ups
- Focus on customers to build trust and resolve problems
- Analyze organizational operating practices or procedures
- Answer customer or public inquiries
- Arrange teleconference calls
- Compile numerical or statistical data
- Develop policies, procedures, methods, or standards
- Develop records management system
- Explain rules, policies or regulations
- File or retrieve paper documents and related materials
- Oversee execution of organizational or program policies
- Plan meetings or conferences
- Plan or organize work
- Prepare reports
- Recommend improvements to work methods or procedures
- Schedule meetings or appointments
- Select software for activities
- Use oral or written communication techniques

## EDUCATION

### **BsIM in Information Management**

Xavier University - Cagayan de Oro

2006 to 2009