



# JOHN EARL ELEQUILLO

MOTIVATED RESEARCHER WITH SALES AND TELEMARKETING BACKGROUND. EXPERIENCED IN PLANNING CAMPAIGNS TO HIT TARGETS. OFFERS LEAD GENERATION AND ACCOUNT DEVELOPMENT EXPERTISE.

## CONTACT

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📍 Mangagoy Bislig City,  
Surigao Del Sur

## EDUCATION

2021 - 2025

DE LA SALLE JOHN BOSCO COLLEGE

- Bachelor in Information Technology

## SKILLS

- Resolving Issues
- Analytical Abilities
- CRM Database Management
- Inbound Call Handling
- Active Listening
- Live Chat
- Computer Literate
- Quality Control

## LANGUAGES

INTERMEDIATE

- English
- French
- Filipino

## WORK EXPERIENCE

### Bree's Group - Melbourne, Australia

#### Lead Generation

01/ 2023 - 10/2024

- Coordinated lead generation to increase business opportunities.
- Overhauled lead generation procedures to trigger growth in territory.
- Increased new business through strategic lead generation, growing marketing department profits.
- Conducted outbound lead generation and handled high volumes of inbound enquiries
- Carried out thorough sales research, identifying key commercial contacts to aid lead generation.

### Onscore Business Solution - Philippines

#### Call Centre Agent

03/2020 - 02/2022

- Dealt with complex customer complaints professionally and politely, resolving issues with favourable solutions.
- Increased customer satisfaction by offering friendly, helpful and informative customer service.
- Recorded details from customer communications on CRM.
- Applied correct hold and transfer procedures, consistently keeping call times within timeframe target.
- Support with outbound calls to customers about specific sales and marketing promotional campaigns.

### Flowerstore.ph - Philippines

#### Chat Support/ Email

01/2019 - 01/2020

- Provided customer support and complaints handling for an organization with 80,000+ customer accounts across Philippines and other country
- Served as point of escalation for complex customer issues, capturing timely resolution to drive client retention.
- Assisted customers with product-related questions, feedback and complaints.
- Onboarded and mentored new starters and assisted with creating onboarding training material.
- Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.