

LOURIE MAI ABLAY

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As a recent graduate, I have developed practical experience in sales and billing, which, although indirectly related to my degree, has equipped me with essential skills. I am eager to build on this foundation, refine my expertise, and create new opportunities for growth and advancement in my chosen field.

EDUCATION

Saint Paul School of Professional Studies **September 2020 – December 2024**

Bachelor of Science in Accountancy

- *Focused on business, finance, and CPA board exam preparation*
- *Emphasized CPA board exam preparation and professional ethics*
- *Developed strong analytical, critical thinking, and problem-solving skills*
- *Applied real-world accounting practices through case studies and projects*

AREA OF EXPERTISE

- *CRM Expert*
- *Excel Proficient*
- *Communication*
- *Problem-solving*
- *Tech-savvy*

PROFESSIONAL EXPERIENCE

Probe CoEx (Customer Experience Executive - Sales)

March 2025 – Present

- Handles inbound and outbound customer interactions with a focus on providing excellent service and support.
- Promotes and sells products/services by identifying customer needs and recommending appropriate solutions.
- Maintains a high level of product knowledge to effectively address customer inquiries and objections.
- Achieves and exceeds monthly sales targets and performance metrics.
- Resolves customer concerns efficiently to ensure satisfaction and loyalty.
- Collaborates with cross-functional teams to enhance customer journey and streamline processes

Virtual Staffing Solutions (Sales & Customer Representative)

January 2024 – January 2025

- Managed client inquiries and provided timely, solutions-oriented support through phone, chat, and email.
- Handled sales calls, pitched services, and closed deals with prospective clients.
- Built and maintained strong relationships with customers to drive repeat business and referrals.
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Virtual Staffing Solutions (Workforce / Real-Time Analyst Trainee)

October 2024 – December 2024

- Monitored real-time agent activity to ensure schedule adherence and optimal staffing levels.
- Assisted in generating daily, weekly, and monthly performance and occupancy reports.
- Supported forecasting and scheduling processes to improve operational efficiency.
- Analyzed call volume trends and provided recommendations for workforce adjustments.
- Collaborated with operations and team leads to resolve real-time service level challenges.
- Gained hands-on experience with workforce management tools and reporting systems

Primehub Solutions (Telemarketer / Cold Caller)

June 2024 – December 2024

- Conducted outbound cold calls to potential clients to promote products and services.
- Identified prospects' needs and pitched tailored solutions to generate interest.
- Maintained call logs, tracked leads, and updated CRM systems accurately.
- Handled objections professionally to improve conversion rates and appointment setting.
- Met and exceeded daily and weekly call and sales quotas.
- Collaborated with sales and marketing teams to refine outreach strategies.

CERTIFICATION

CERTIFIED BOOKKEEPER

National Institute of Accounting Technicians

(August 2024 - Present)

CIVIL SERVICE – PROFESSIONAL PASSER

(November 2023)

EF SET C2 PROFICIENT

EF Standard English Test

(December 2023)

REFERENCES

Christian Faustino

- 0927(647)1454
- Senior Operating Manager
- Virtual Staffing Solutions

Regie Amaba

- 0950(605)1147
- Real Time Analyst Head
- SVirtual Staffing Solutions