

Miguel Rodriguez

Sales Support Representative

miguel.rodriguez@testbpo.com | +639201234570 | Makati City, Metro Manila

<https://linkedin.com/in/miguelrodriguez-sales>

PROFESSIONAL SUMMARY

Dynamic sales support professional with 6 years of experience in lead generation, CRM management, and client relations. Proven track record of supporting sales teams to exceed quarterly targets. Expert in Salesforce, HubSpot, and cold calling techniques. Natural communicator with strong persuasion and relationship-building skills.

WORK EXPERIENCE

Senior Sales Support Representative

SalesBoost International, Makati City, Philippines | March 2021 - Present

Supporting B2B sales team for SaaS products in US market

Key Responsibilities:

- Generate 200+ qualified leads per month through cold calling and email campaigns
- Manage and update Salesforce CRM with accurate lead information
- Schedule product demonstrations for senior sales executives
- Conduct initial needs assessment calls with prospects
- Prepare sales reports and pipeline analytics for management

Key Achievements:

- Generated \$2.1M in pipeline opportunities in 2023
- Maintained 85% lead-to-opportunity conversion rate
- Top Sales Support Rep - Q1 and Q3 2023

Sales Support Representative

GlobalConnect BPO, Taguig City, Philippines | June 2018 - February 2021

Lead generation and appointment setting for financial services clients

Key Responsibilities:

- Made 100+ cold calls daily to generate qualified leads
- Scheduled appointments for financial advisors
- Maintained detailed records of all prospect interactions
- Achieved monthly lead generation targets consistently

Key Achievements:

- Exceeded lead generation quota by 30% in 2020
- Promoted to Senior Representative role

EDUCATION

Bachelor of Science in Marketing

Ateneo de Manila University | June 2009 - April 2013 | 3.3 GPA

Focus on sales management and consumer behavior

SKILLS

Core Competency: Lead Generation (Expert), Cold Calling (Advanced)

Software: Salesforce (Expert), HubSpot (Advanced)

Soft Skill: Persuasion (Expert)

ADDITIONAL INFORMATION

Status: Employed but open to opportunities

Preferred Work Setup: Onsite

Preferred Shift: Graveyard

Expected Salary: PHP 35,000 - 50,000