

# Dominic Aqui N. Diaz

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## WORK EXPERIENCE

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### Infernozilla

November 2021 – March 2023

*Sales & Lead Generation Specialist*

*Dallas, Texas*

- Responsible for generating and nurturing leads for the company [Infernozilla](#).
- As Sales and Lead generation specialist, I identify potential clients, mainly indie game developers from Steam, Itch.io and the likes
  - Signed two clients in the first week.
  - Set company record in quota attainment.
- Demonstrates a commitment to the game industry, staying educated on new technology and trends.
- Collaboratively work with the business development manager to develop new strategies to generate lead opportunities with prospective clients.

### Reed Elsevier Philippines

March 2021 – September 2021

*Technical Support Coordinator*

*Iloilo City, Iloilo*

- Troubleshoot and resolve technical customer inquiries promptly.
- Ensure Technical support policies and procedures are documented and adhered to.

### McCluster Homebuyer

January 2020 – February 2021

*Lead Generation Specialist*

*Iloilo City, Iloilo*

- Convince business customers and establish a relationship.
- Investigate and find contact details for targeted key areas.

### Access Worldwide (AWWC) Philippines, Inc.

February 2016 – October 2018

*Customer Service Representative*

*Makati City, Metro Manila*

- Handle customer complaints, provide appropriate solutions and alternatives.
- Identify and assess customers' needs to achieve satisfaction.

## EDUCATION

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### iACADEMY

September, 2021

*BS, Entertainment and Multimedia Computing with Specialization in Game Development*

*Makati City, Metro Manila*

- Developed games using Unity
- Knowledgeable with C++, C#, JS, HTML & CSS
- 3D modeling with Blender.

## SKILLS & INTERESTS

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- **Skills:** Top-notch communication skills; tech savvy; proficiency with CRM softwares; strong analytical skills; strong empathetic skills; strong adaptability skills; ability to use positive language; effective listener; manages time well; willingness to improve; thick skin; Microsoft Office proficiency, able to grasp new concepts quickly.
- **Interests:** Video games; web development; pets; pokemon; good food; fantasy; sci-fi.