



# MIKE LESTER ISHMAEL

## APPLICANT

### PROFILE

Versatile professional with a strong background in sales, lead generation, and customer support. Proven expertise in building relationships, identifying opportunities, and delivering effective solutions to meet business and client needs. Skilled in strategic communication, problem-solving, and adapting to dynamic environments. Recognized for a results-driven mindset, technical proficiency, and the ability to collaborate across teams to achieve organizational goals.

### WORK EXPERIENCE

#### REAL ESTATE COLD CALLER

M-Power Solutions (October 2023 - March 2025)

As a Real Estate Cold Caller, my primary responsibility is to generate leads and set appointments through outbound calls to prospective clients. My goal is to initiate conversations with property owners and potential sellers, assess their needs, and qualify them as potential leads for our real estate team.

#### LEAD GENERATION SPECIALIST

Novally (April 2021 - September 2023)

As a Lead Generation Specialist, my role encompassed a pivotal position in the sales cycle. My responsibilities involved researching and identifying prospective clients within targeted markets, industries, and demographics. Through strategic outreach efforts, including cold calling, email campaigns, and networking, I aimed to initiate meaningful conversations and generate genuine interest in our offerings. By qualifying leads and nurturing relationships, I contributed to the creation of a robust sales pipeline, facilitating the success of the sales team and overall business growth.

#### TECHNICAL SUPPORT REPRESENTATIVE

Teleperformance (December 2018 - December 2020)

In my role as a Technical Support Representative, I played a crucial role in assisting customers with their technical inquiries and issues. I provided prompt and effective solutions to problems related to our products or services, either through phone, email, or chat support channels. By diagnosing and troubleshooting technical issues, I ensured a seamless and satisfactory customer experience. Additionally, I documented and escalated complex cases to higher-level support when needed, contributing to the continuous improvement of our support processes and maintaining a high level of customer satisfaction.

### CONTACT

📞 +639271120898

✉️ ishmaelmikelester@gmail.com

📍 Gallarde St. Zone II, Digos City, Davao del Sur 8002

### SKILLS

- Learning Proficiency
- Problem Solving and
- Troubleshooting
- Leadership
- Strong Organizational Skills
- Empathy
- Decision-making
- Adaptability



### EDUCATION

#### BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

AMA COMPUTER COLLEGE  
2017-2018