



MARSHA KATRINA P. MADRIGAL

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WORK EXPERIENCE

PERSONAL STATEMENT

Experienced in business development, account management, sales management, administrative duties, team management, recruitment, appointment setting, and customer service. Computer skills include Microsoft Excel, Word and PowerPoint. Has excellent problem solving and communication skills. Accustomed to long work hours. Awarded Best of the Best Business Investigations Agent in May and November 2014, Top Sales Consultant in August 2018, Account Manager of the month in December 2019, and consistent Top Sales Manager from August 2020 until March 2023.

SKILLS

Business development	★★★★★
Account management	★★★★★
Sales management	★★★★★
Recruitment	★★★★★
Communication skills	★★★★★
Team management	★★★★★
Outbound and	★★★★★
Inbound Calling	★★★★★
Training new	★★★★★
employees	★★★★★
Payment collection	★★★★★
Email handling	★★★★★
Data entry	★★★★★

Tools/CRM

Asana	★★★★★
Zoho	★★★★★
Salesforce	★★★★★
Pipedrive	★★★★★
Hubspot	★★★★★
Ring Central	★★★★★
8x8	★★★★★
MS Office	★★★★★
PowerBI	★★★★★
Connectwise	★★★★★
Mighty	★★★★★
Slack	★★★★★

December 2022– present

Wellworth Lawsuit Funding - Case Manager for Personal Injury

- Handle customer intakes and process funding requests
- Provide information about our products, services, and explain contracts
- Obtain documents from law firms
- Document and update customer records based on interactions
- Submit funding requests to underwriters
- Create and send contracts to clients and law firms
- Daily intake of plaintiffs/clients needing pre-settlement funding
- Draft contracts with knowledge of compounded/simple interests
- Request medical records and case documents pertaining to the case
- Draft Legal Correspondences
- Review medical records, reports, statements, complaints, demands
- Heavy flow of incoming and outgoing phone calls to attorneys, clients, doctor offices
- Case load of 100+ Clients
- Broker deals to Partner Funders

June 2020 - March 2023

Quot8 - Sales and Account Manager

- Upselling to current clients to maximize the lead volume/turnover
- Retention of old clients and acquisition of new clients
- Regular service calls to clients en Build close relationships with existing accounts Emailing clients
- Update the company client's database
- Preparation of weekly reports for management
- Keep up to date with current industry and competitor activity.
- Negotiate discounts with existing clients
- Credit Management of clients in Portfolio
- Processing account changes
- Coordinating accounts with different departments (Sales/Finance)

Aug 2020 - March 2023

Send Payments - Sales Manager/Appointment Setter

- Properly qualifying a lead
- Making outbound calls to leads and offering currency exchange or money transfer services
- Documenting the details in the CRM
- (Sales/Finance)

April 2019 - June 2020

Remote Staff, Inc.- Sales and Account Manager

- Properly qualifying a client lead
- Analyzing the client's job order or staffing needs
- Relaying information and expectations to the clients with regards to the hiring process
- Facilitating interviews for candidates
- Analyzing the processes of Recruitment, Compliance and Accounts Departments
- Matching shortlisted candidate before endorsing to leads
- Endorsing candidates to the client
- Sending price quotation and adjustments
- Sending and receiving of Service Agreement once lead decides to hire a candidate
- Collecting payments from clients
- Ensuring successful start-up by connecting both client and staff
- Keeping records of clients and staff interactions and transactions in the system. Recording details of inquiries, complaints, and comments, as well as actions taken and resolution
- Being accountable in supporting a good and healthy work relationship between a staff and a client
- Proactively doing relationship health checks and coach staff twice a month
- Assessing validity of complaints and to determine possible causes and solution
- Being able to provide resolution to problem with objective and proper investigation and collaboration with other teams involved
- Conferring with clients and contractors by phone and/or in person to provide information about services, tools, cancel accounts, or to obtain details of complaints
- Facilitating coaching and health check sessions for the subcontractors assigned to my bucket
- Contacting clients to respond to inquiries or to notify them of claim investigation results and any planned adjustments or action
- Answering client invoice inquiries, and staff payroll disputes
- Cancelling contracts once staff is terminated and ensuring that email and Skype are de-activated by IT Support Team
- Checking emails from client and contractors, and answering in a timely manner
- Creating tickets for all notable cases
- Investigation of possible contract breach and reporting it to management
- Communicating monetary compensation and benefits of subcontractors to Accounts Department

May 2018 - Sept 2018

Arvato Bertelsmann Corp - E-commerce Sales Consultant

- Selling company websites and domains to help small scale business owners gain online presence and boost their sales
- Turning leads into happy customers by offering the value of product being sold
- Taking inbound calls from business owners who have questions and queries about their websites
- Doing outbound calls to check if clients are satisfied with the products and if there are any issues encountered.
- Taking payments from clients once the website domains were purchased
- Assisting clients in updating their websites

March 2017 - April 2018

WNS Global Services Philippines - Consultant

- Turning leads into happy customers by offering the value of product being sold
- Collating the information and analyzing the status of the insurance policies
- Taking inbound calls from customers who have concerns on their insurance policies
- Assisting customers in updating their insurance policies
- Taking payments over the phone

June 2011 - Feb 2016

Convergys Philippines Services Corporation - Business Investigation Specialist

- Researching information about a business through outside sources
- Collating the information and analyzing the status of the business
- Calling the government entities in the United States to confirm if the business is registered
- Calling the company and speaking to management to confirm active operations
- Investigating if the company is fraud or bankrupt
- Creating reports for the businesses being investigated on
- Updating the information in the database

PROFESSIONAL ACHIEVEMENTS

- Most Outstanding Political Science Student (2011)
- Civil Service Passer – Sub professional Level (2011)

REFERENCES

Katrina Grace Eusebio
Operations Manager-OIC, Remote Staff
0917-622-0508

Francis Joseph Andrade
Team Leader, Arvato Bertelsmann Corp
0932-914-7265