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01 PROFILE

Dynamic Sales Development Representative with over 5 years of experience excelling in high-volume sales environments and customer service. Proven ability to lead teams and drive results through effective strategies in lead generation and customer engagement. Expertise in customer relationship management and problem-solving fosters strong client connections and enhances service delivery. A commitment to continuous improvement and community health initiatives showcases adaptability and dedication to impactful outcomes. Ready to leverage leadership and strategic sales skills to contribute to a forward-thinking organization.

02 EMPLOYMENT HISTORY

Jun 2022 — Present

Savage

Sales Development Representative at SDR

Appointment Setter at Long Home Products, where I specialize in connecting homeowners with top-tier roofing and bathroom remodeling solutions.

I handle **200–500+ outbound and inbound calls per day**, focusing on leads who've shown prior interest through online forms, ads, or past inquiries. On average, I **book 20–50 qualified appointments per week**, directly contributing to the sales pipeline and company growth.

In this high-volume environment, I've developed strong skills in:

- **Active listening and rapport-building** to increase conversion rates
- **Objection handling** without sounding scripted or pushy
- **CRM tools and lead tracking systems** to stay organized and efficient
- **Time management** to maintain productivity during peak hours

I consistently meet or exceed weekly booking targets while maintaining quality interactions. I'm also known for my reliability—whether it's showing up ready to work or making sure no lead slips through the cracks.

Jun 2021 — Jun 2025

Remote

Customer Service & Claims Specialist (Remote Contracts) at Aerotek

Served in dual roles supporting high-volume remote customer service and insurance claims processing for two major organizations: **Kaiser Permanente** and **Element Fleet**

Management: Balanced patient care logistics and technical support with fleet insurance operations, maintaining compliance, accuracy, and professionalism across both sectors.

Key Responsibilities & Highlights:

- Managed up to **80 calls per day**, resolving inquiries from patients, healthcare providers, and vendors
- Coordinated service requests and authorizations across **50+ healthcare vendors and contractors**
- Maintained **HIPAA-compliant documentation**, tracking every interaction with precision
- Investigated and submitted **fleet vehicle insurance claims** for leased business units
- Liaised with **clients, vendors, and insurance adjusters** to approve and schedule vehicle repairs
- Helped streamline internal workflows to reduce delays in both healthcare and fleet operations
- Communicated clearly and efficiently across **multiple teams and industries**

This combined experience sharpened my adaptability, critical thinking, and ability to deliver results in remote, fast-paced environments.

Jul 2020 — May 2021

Baltimore

Public Health Support at Baltimore City Health Department

During the height of the COVID-19 pandemic, I worked on the front lines of public health support—providing clear, accurate guidance to Baltimore residents while managing critical data operations.

My responsibilities included:

- Educating the public on **safety protocols, regulations, and assistance programs**
- Entering and managing **COVID case data**, tracking trends and helping shape response strategies
- Supporting collaboration between **healthcare professionals, government agencies, and city programs**
- Delivering real-time information and resources to help reduce the impact of the pandemic

This role sharpened my communication, data management, and crisis response skills. I learned how to work under pressure, handle sensitive health information, and stay consistent during rapidly changing situations—all while serving the community directly.

03 EDUCATION

Aug 2015 — Jun 2020

Fort Meade

High School Diploma – Meade Senior High School

High School Diploma

At Meade Senior High, I built a solid academic foundation while developing leadership, time management, and teamwork skills. I participated in extracurricular activities that sharpened my communication and helped me grow both socially and professionally.

Key highlights:

- Completed college-prep coursework across English, math, science, and social studies

- Contributed to school events and group projects that encouraged responsibility and accountability
- Built early habits of showing up, following through, and staying goal-focused

Aug 2022 — Present

Arnold

Anne Arundel Community College (AACC)

MBA

While enrolled at AACC, I pursued general education courses while exploring fields in healthcare, business, and technology. Though I didn't complete a degree, my time at AACC helped me sharpen my academic focus and prepare for real-world opportunities.

Key takeaways:

- Completed courses in writing, communication, and computer literacy
- Strengthened research, presentation, and critical thinking skills
- Balanced school with part-time work, gaining real-world discipline and time management

04 SKILLS

Communication	● ● ● ● ●	Community Health	● ● ● ● ●
Ability to Work Under Pressure	● ● ● ● ●	Public Health	● ● ● ● ●
Ability to Work in a Team	● ● ● ● ●	Safety Principles	● ● ● ● ●
Conflict Resolution	● ● ● ● ●	Communication Skills	● ● ● ● ●
Adobe Photoshop	● ● ● ● ●	Problem Solving	● ● ● ● ●
Leadership and Teamwork	● ● ● ● ●	Team Working	● ● ● ● ●
Decision Making	● ● ● ● ●	Microsoft PowerPoint	● ● ● ● ●
Microsoft Office Word	● ● ● ● ●	Time Management	● ● ● ● ●
Leadership Skills	● ● ● ● ●	Call Centers	● ● ● ● ●
Computer Skills	● ● ● ● ●	Active Listening Skills	● ● ● ● ●
Teamwork	● ● ● ● ●	Administrative Operations	● ● ● ● ●
Effective Time Management	● ● ● ● ●	Microsoft Office	● ● ● ● ●
Fast Learner	● ● ● ● ●	Microsoft Outlook	● ● ● ● ●
Leadership	● ● ● ● ●	Microsoft Word	● ● ● ● ●
Sales	● ● ● ● ●	Accounting	● ● ● ● ●
Customer Relationship Management	● ● ● ● ●	Knowledge of Finance	● ● ● ● ●
Generation of Leads	● ● ● ● ●	Risk Analysis	● ● ● ● ●
Sales Development	● ● ● ● ●	Microsoft Excel	● ● ● ● ●
Sales Strategy	● ● ● ● ●	Marketing	● ● ● ● ●
Instant Messaging Technology	● ● ● ● ●	Strategic Management	● ● ● ● ●
Knowledge of Campaigns	● ● ● ● ●	Automotive Industry	● ● ● ● ●
Customer Service	● ● ● ● ●	Business Processes	● ● ● ● ●
		Logistics Operations	● ● ● ● ●
		Business Administration	● ● ● ● ●
		Organization Development	● ● ● ● ●

Insurance Claim Processing

Health Care

Order Processing

Coordination Skills

Healthcare Customer Service

Insurance Management and Aftercare

Maintenance

Workflows

Vehicle Fleet Management

Networking Skills

Data Entry Skills

Applied Science

Ability to Multitask

Analytical Thinking

Attention to Detail

Critical Thinking

Decision Making Skills

Persuasiveness

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05 LANGUAGES

English

● ● ● ● ● ●

Spanish

● ● ● ● ● ●

06 REFERENCES

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