



MERLY PATOC

Virtual Assistant/Business Development Representative

Profile

Dedicated and results-driven professional with a diverse background spanning Business Development, Virtual Assistance, Cold Calling, Customer Service, and Financial Branch Management. Proven track record of driving revenue growth, building strong client relationships, and optimizing operational efficiency. Adept at appointment setting and cold calling. Demonstrated ability to provide excellent customer service and streamline branch operations. Seeking to leverage this extensive skill set to contribute value and drive success in a dynamic professional setting.

Experience

Appointment Setter/BDR at Auto Boutique Texas

(October 2022 -December 2023)

This role involves creating business opportunities by scheduling appointments with potential customers, addressing inbound inquiries related to financing and services, nurturing leads through proactive communication across various channels, arranging dealership visits for potential buyers, and maintaining precise customer interaction records using CRM software and various tools

Real Estate Cold Caller at The Lead Llama, USA

(February 2022 -September 2022)

Efficiently contacted a high volume of leads using an auto dialer, engaged clients to identify their real estate needs, built rapport, and set appointments, while respecting opt-out requests. Additionally, conducted text message marketing campaigns to targeted lead lists using various tools, including Call tools, Rei reply, Podio, Zillow/Realtor/Redfin, and Slack.

Mortgage Sales Associate at Best Mortgage Company, USA

(October 2020 -January 2022)

Efficiently used VICI dial to contact potential mortgage clients, followed scripts to engage and qualify them, assessed their financial goals and creditworthiness, and transferred calls to Mortgage Loan Officers for consultations and applications.

Customer Service Representative at Teleperformance, PH

(June 2019 -September 2020)

Provided excellent customer service by addressing email inquiries, offering information on hotel bookings and reservations, resolving customer issues, collaborating with other departments, and maintaining up-to-date knowledge to assist customers effectively while adhering to company policies.

Branch Manager at M Lhuillier Financial Services Inc., PH

(February 2014 -April 2019)

Led a successful branch team, boosting revenue, overseeing operations, ensuring compliance, managing financial services, motivating staff, fostering a customer-centric culture, training and evaluating employees, reporting on branch performance, and safeguarding physical assets.

Contact

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Cabuyao, Laguna Philippines, 4025

Education

SAINT FRANCIS COLLEGE OF ASSISI

Bachelor of Science in Business
Administration/Banking and Finance
March 2010

Skills and characteristics

- Strong interpersonal and communication skills
- Ability to work collaboratively as part of the team
- MS Office Suite
- Customer Service Excellence
- Problem-solving
- Resilient and Persistent
- Meticulous attention to detail
- Excellent Organizational skills
- Tech-savvy
- Adaptable
- multi-tasking
- Positive Attitude
- Poised under pressure

Languages

English

Filipino