


Patricia Mgangathi

Sales/Virtual Assistant /Business Development

Personal informations

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Mother tongue(s)

English

Summary

A success-driven and customer-focused sales representative with experience in problem-solving skills, attention to detail, and customer relationship management. Seeks an opportunity to utilize sales and persuasive expertise to exceed sales targets and convert prospective clients into repeat customers in a challenging workplace.

Professional experience

Business Development Representative

15 Jan 23 - Present

Fullfunnel | San Francisco ,California -Remote

- Engage outbound leads to qualify and convert into successful prospects .
- Work on cold calling,overturning objections and customer qualification techniques to maintain and improve sales knowledge,skills and abilities.
- create ,build and update client pipeline and activity reports in CRM
- Email and social media marketing
- Enter ,organise and update vital information on users in the phone system ,CRM and other tools .
- Maintain active engagement with leads and existing clients via phone calls,texts and email using Fullfunnel phone system CRM.

Business or sector: Business

Appointment Setter

5 Aug 22 - 9 Jan 23

ReachInout | London,United Kingdom

- Set up appointments between clients and sales representatives,ensuring that the necessary parties were available.
- Demonstrated ability to handle high volume of calls and inquiries,resulting in increased customer satisfaction.
- Developed and maintained a database of customer contact information, including email addresses and phone numbers .
- Assisted customers with scheduling,rescheduling,cancelling appointments.
- provided customers with information about products and services.
- worked closely with the sales team to ensure that all appointments were scheduled in a timely manner .

Business or sector: Business

Telemarketer

20 Nov 20 - 19 Aug 22

TalkInfinity | United Kingdom -Remote

- Made cold calls and communicated effectively with customers to extend subscription renewal offers and book new business.
- Provided timely, courteous and knowledgeable response to information requests; screened and transferred calls; and prepared official phone log correspondence.
- Prioritizing daily workflows, including all inbound calls, quotes, and sales-related inquiries.

- Reviewed, classified, and sorted questionnaires following specified procedures and criteria.

Business or sector: Business

Receptionist

19 Sep 17 - 19 Oct 19

Miami Guesthouse | Johannesburg

- Greeted clients as soon as they arrive and connect them with the appropriate party
- Answered the phone in a timely manner and direct calls to the correct offices
- Created and managed both digital and hardcopy filing systems for all partners
- Made travel arrangements and schedule meetings based on all partners' itineraries
- Dealed with bookings by phone, e-mail, letter, fax or face-to-face
- Completed procedures when Guests arrived and left.

Business or sector: Business

Education and training

National Diploma in Marketing Management

10 Jan 16 - 17 Sep 17

Sedibeng Tver Colleg | Vanderbijlpark

Cabin Crew License

1 Aug 13 - 6 Nov 13

Big Sky Cabin Crew license | Pretoria

Matric Senior Certificate

10 Jan 09 - 6 Dec 12

Boitshoko High School | Potchefstroom

Personal skills

Communication skills

- Excellent written and verbal communication skills
- Empathetic listener
- Excellent presentation skills
- Confident and articulate

Organisational / managerial skills

- Creative Thinking
- Goal Setting
- Delegation
- Administrative
- Analyzing Issues

Job-related skills

- Customer Service
- Sales Support
- Outbound Calling
- CRM Software
- Scheduling
- Telephone Software
- Problem-Solving
- Organizational Skills