



# REXOR IBE

VIRTUAL ASSISTANT | RESEARCH ANALYST | LEAD GENERATION

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## ABOUT ME

Results-driven Virtual Assistant and Research Analyst with 8+ years of BPO experience supporting sales, operations, and customer-facing teams through accurate research and data-driven support. Specialize in lead generation, prospect research, data validation, and CRM management, consistently delivering clean, actionable datasets that improve outreach effectiveness and decision-making. Recognized for strong attention to detail, analytical problem-solving, and the ability to manage multiple priorities in fast-paced, remote environments. Seeking to leverage research expertise and operational discipline to support business growth and revenue-focused teams.

## EXPERIENCE

CONCENTRIX Philippines  
CSR / Technical Support / SME / Team Leader | 2019–2025

- Executed high-volume account and prospect research while maintaining accurate and up-to-date CRM records
- Analyzed operational and customer data to support sales initiatives and performance reporting
- Enforced data integrity standards and optimized documentation workflows to improve efficiency and accuracy

CONDUENT Philippines  
Customer Care Specialist (Tier 1 & Tier 2) | 2017–2018

- Conducted detailed account research, data verification, and documentation to support service delivery
- Maintained compliance with healthcare data accuracy, confidentiality, and documentation standards

SP! CRM Philippines (Robinsons Galleria)  
Customer Sales Representative – International Sales Account (Seasonal) | 2017

- Supported international sales operations by researching customer information and verifying contact and order details
- Assisted with inbound and outbound communications to support sales activities and customer engagement
- Maintained accurate customer and order records to support reporting, follow-ups, and issue resolution

## EDUCATION

Bachelor of Arts in Political Science  
(Associate Degree)  
University of Caloocan City | 2014–2015

## CORE SKILLS

- Lead Generation
- Online Research
- Prospect List Building
- Data Validation
- CRM Management
- Email Research
- Market Research
- Reporting
- Google Sheets
- Microsoft Excel

## TOOLS

- CRM Systems (Salesforce-style platforms)
- Google Workspace (Docs, Sheets, Gmail)
- Microsoft Office (Word, Excel)
- Online Research Tools & Directories
- Email & Data Verification Tools
- Basic IT & Technical Support Knowledge