

## **CURRICULUM VITAE**

of

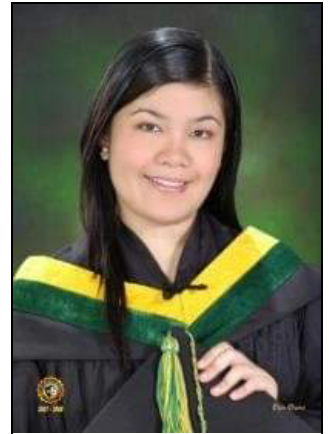
**SHEENA MARIE ESTEVES BALLERDA**

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### **PERSONAL INFORMATION**

Date of Birth : September 21, 1987  
Age : 36 years old  
Civil Status : Single

### **EDUCATION**

#### **University of Sto. Tomas Legazpi**

Rawis, Legazpi City, 4500 Albay, Philippines

Bachelor of Science in Nursing

**Inclusive Year 2004 – 2008**

#### **Saint Agnes Academy**

Rizal St, Legazpi City, 4500 Albay, Philippines

High School Graduate

**Inclusive Year 2000 – 2004**

#### **Saint Agnes Academy**

Rizal St, Legaspi City, 4500 Albay, Philippines

Elementary Graduate

**Inclusive Year 1994 – 2000**

### **PROFESSIONAL QUALIFICATION**

**Passed with a Rating of 78.80%**

Philippine Licensure Examination for Nurses

**November 2008**

### **SKILLS AND ACHIEVEMENTS**

- Hired and Promoted to Hubspot (CRM) Administrator on my 2<sup>nd</sup> year with the Entourage
- Overall Top Performer as a Business Development Consultant for the Entourage
- Conversion Expert in WNS
- Highest Cash Collection Award in WNS
- Top Agent of the Week for August and September in WNS
- Top Seller for a couple of months in Acquire
- Best in QA in Acquire
- Top Personal Loans Seller in ANZ Bank
- Consistently meeting the sales target in ANZ bank so i got a 2K increase on the end of quarter review
- Excellent rapport skills as per my QA, Team Leaders
- +100 Net Promoter Score in WNS

- Can handle peer pressure
- Can easily get along with anyone
- Knowledge in Microsoft Word and Basic Excel
- Singing & Dancing
- Good in Mathematics
- Fast in Typing Words in a Computer
- Learns Fast
- Excellent analytical skills
- Problem Solving
- Creative
- Good English Communication skills in verbal and written
- Good in multi-tasking

## **WORK EXPERIENCE**

### **The Entourage**

Hubspot (CRM) Administrator

Trains newly hired employees with the General Setup of Hubspot and how they will use it in their roles, Create dashboards, workflows and reports as requested. Liaise with Hubspot support in case there are IT issues with Hubspot. Do Hubspot clean-up from time to time so that the CRM is organized.

**July 11, 2019 - Present**

### **Offshore Outsourcing Operations**

Business Development Consultant

Part of the Lead Generation team who calls business customers to discuss about fire protection and evacuation training

**February 4, 2019 - May 2019**

### **WNS**

Senior Associate for Energy Australia basically what I do is an inbound collections officer for Energy Australia customers to help them with their outstanding balances, set payment extension, collect money if customer has the capacity to pay at the time of call

**May 17, 2018 - January 30, 2019**

### **Acquire Asia Pacific**

Level 2 Outbound Sales Representative for Commander and Dodo who sells mobile phones and phone and internet products

Data Entry Specialist for Commander Sales who inputs sales and data of Australian Sales Representatives

**August 2016 - April 30, 2018**

### **ANZ Bank**

Personal Loans Sales Consultant

Outbound Sales Consultant who offers and sells Personal Loans for existing ANZ bank customers

**June 2015 - July 2016**

**Acquire Asia Pacific**

Level 2 Outbound Sales Representative for Engin Australia selling phone and internet products

Been an Apprentice Workforce Analyst

Business Sales Delivery Data Entry for Engin Sales basicall entering da on the system for the Engin Sales

**October 2013 - June 2015**

**Convergys**

Retentions Specialist for Virgin Mobile Australia

Inbound Agent that handles customers who would like to leave

**May 2012 - October 2013**

**Stellar Philippines**

Reservations Specialist for Jetstar Airways Australia

Inbound Agent for booking flights

**June 6, 2011 – August 21, 2011**

**IBM Daksh**

Reservations Specialist for Concord Account - United Airlines

Inbound Agent for booking flights with upgrades for United Airlines US

**February 22, 2010 – December 23, 2010**