



## CONTACT



## EDUCATION

### 2021-2022



- AB Communication Arts

### 2018-2019



- BS Criminology

### 2016-2018



- General Academic Strand

## KEY COMPETENCIES

- Adaptability
- Great team player
- Time management skills
- Active Listener
- Excellent communication skills
- Problem solving skills
- Process driven approach
- Proactive and self-motivated
- Exceptional organizational skills

# MICA ELLA

## PROFESSIONAL SUMMARY

Dedicated Sales and Client Relations professional with 5+ years of experience in outbound and inbound calling, lead generation, and appointment setting. Solid team player with a positive demeanor and proven skills in communicating effectively with customers. Skilled in CRM tools, data verification, and handling sensitive information. Focused on building strong client relationships and supporting business growth.

## PROFESSIONAL EXPERIENCE

[Redacted] Mar 2025 - Jun 2025

### *Sales Development Representative*

Experience in lead generation for loan products and financial benefits. Responsible for making outbound calls, handling inbound inquiries, and qualifying leads based on income, credit, and eligibility. Skilled at setting appointments, transferring qualified leads to the sales team, and keeping accurate records in the CRM. Able to build strong client relationships and work closely with the sales and compliance teams for smooth lead handover.

[Redacted] Nov 2024 - Feb 2025

### *Healthcare Customer Care Representative - Project Based*

Answer an average of 30 inbound calls each day to provide assistance with healthcare members and third-party callers, prescriber/provider's office, benefits verification specialist, and etc. Provide seamless assistance and solving problems with drug coverage and processing prescription refills via mail, retail, and specialty pharmacy. Submit requests for Prior Authorization and necessary overrides.

[Redacted] Jun 2023 - Aug 2024

### *Outbound Cold Caller - Real Estate Campaign*

Experienced in outbound sales for real estate campaigns, with skills in cold calling, setting appointments, and handling inbound customer inquiries. Able to support and lead an outbound sales team while consistently meeting weekly and monthly targets.

[Redacted] Aug 2019 - Apr 2023

### *Customer Sales Associate*

Reviewed and verified customer-submitted documents for internet subscriptions to ensure accuracy and validity. Conducted outbound calls to confirm customer information and cross-referenced details with submitted documents. Ensured all obtained information was accurate and free of fraud before approving applications. Additionally, handled data entry and maintained customer records in the system.

## CHARACTER REFERENCES

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[REDACTED]

[REDACTED]

[REDACTED]