[redacted] APRIL [redacted]

Address: [redacted]
Phone: [redacted]
Email: [redacted]
LinkedIn: [redacted]

PROFESSIONAL SUMMARY

Results-driven Sales Coordinator with almost 7 years of experience in business and product development, lead generation, customer service, and sales support. Expertise in enhancing customer satisfaction through exceptional service, and collaborating effectively with sales teams to surpass targets and drive business growth. Proven ability to streamline lead management processes and foster strong, lasting customer relationships. Capable of thriving both independently and within a team in dynamic, fast-paced environments. Eager to apply my skills and contribute to the business' success.

PROFESSIONAL EXPERIENCE

Business Development Supervisor, [redacted] **September 2024 – June 2025**

- Lead, manage, and mentor a team of business development coordinators
- Conduct regular team meetings to monitor progress, address challenges, and motivate team members
- Act as a primary point of contact for high-level client interactions and escalations

Business Development Coordinator, [redacted] **July 2018 – August 2024**

- Identifying and reaching out to potential clients, setting up meetings, and presentation of company profile and its products
- Handle customer inquiries and provide prompt responses to customer questions and concerns.
- Gathering customer feedback, spearheading product development, and ensuring that the product aligns with customer requirements.
- In-charge in cost estimate preparation and negotiation process.
- Coordinate with production and warehouse teams to process and fulfill sales orders.
- Manage customer orders and related purchase orders, ensuring timely acknowledgment and processing.
- Respond to customer inquiries and provide information on products, order status, and other requests.
- Handle and resolve customer complaints and communicate the complaint to the concerned department.

EDUCATION

Bachelor of Science in Entrepreneurship **June 2014 - June 2018**

[redacted]

- Most Outstanding Student Leader Award

PROFESSIONAL DEVELOPMENT

- **Total Quality Management: Your Road to excellence** **March 2019**

SKILLS

- **Technical Skills:** Data Analysis and Reporting using Microsoft Office, Technical Understanding of Products or Services, Lead Generation, presentation and visual tools
- **Professional Skills:** Strong problem-solving abilities, good communication and interpersonal skills, attention to Detail, analytical and critical thinking, adaptability, negotiation skills, customer service
- **Language:** English and Filipino