

JENEST ARTAJO

APPOINTMENT SETTER & COLD CALLER | LEAD GENERATION EXPERT | REAL ESTATE, INSURANCE, HEALTHCARE & CUSTOMER SERVICE & TECHNICAL SUPPORT

ABOUT ME

Highly skilled virtual assistant and customer service specialist with over five years of experience in telemarketing, appointment setting, and technical support across various industries. Demonstrates strong communication abilities and a customer-centric approach to problem-solving, consistently exceeding client expectations.

EDUCATION

MISAMIS UNIVERSITY
Hotel and Restaurant Management
2016 - 2020

CONTACT INFORMATION

PHILIPPINES

workwithjenest.my.canva.site

WWW.LINKEDIN.COM/IN/JENEST-ARTAJO-396197193

WORK EXPERIENCE

OCTOBER 2020 TO APRIL 2021

E-CLICK CALL CENTER SERVICES

Sales Associate/Cold Caller

- Executed outbound cold calls, successfully converting leads into sales opportunities.
- Demonstrated strong negotiation skills to address and overcome client objections during calls.
- Documented customer interactions and ensured follow-up on leads, contributing to organized sales processes.
- Maintained thorough knowledge of products to provide accurate information, resulting in improved customer trust.
- Participated in regular training to enhance sales techniques and methodologies.

MAY 2021 TO JULY 2022

EDVOCOMM

Real Estate Appointment Setter

- Proactively contacted potential clients through cold calling, building rapport and scheduling appointments for agents.
- Educated potential clients on real estate offerings, ensuring they were well-informed before meetings.
- Developed and maintained organized lead lists, optimizing follow-up strategy for prospective buyers and sellers.
- Contributed to a higher conversion rate of leads through effective communication techniques and tailored messaging.
- Analyzed feedback from calls to improve outreach strategies continuously.

AUGUST 2022 - JUNE 2023

TELEPERFORMANCE

Customer Service Representative

- Answered incoming calls, providing exceptional support in a friendly and professional manner, achieving high customer satisfaction scores.
- Assisted customers with product inquiries and issue resolution, maintaining an average call handling time under industry standards.
- Documented interactions accurately in CRM, ensuring thorough follow-up on pending issues.
- Regularly exceeded performance targets for call metrics, contributing to team success and recognition.

- Participated in ongoing training sessions to enhance product knowledge and customer service skills, staying ahead of service trends.

JUNE 2023 – NOVEMBER 2023

THOMAS JEFFERSON ROOFING

Appointment Setter

- Conducted assessments and scheduled free roof inspections, leading to a notable increase in community engagement and trust.
- Utilized a customer-centric approach to educate homeowners about the importance of roof maintenance and repair.
- Collaborated with local authorities to identify neighborhoods in need of inspections, enhancing service visibility.
- Leveraged cold calling skills to reach potential clients, successfully converting interest into scheduled appointments.
- Tracked and reported appointment metrics, contributing to the optimization of the lead generation process.

NOVEMBER 2023 – MAY 2024

PERRY HEALTH

Enrollment Specialist

- Executed outreach efforts to potential program participants, increasing enrollment rates.
- Educated clients on diabetes care programs, ensuring they understood available resources and support.
- Documented enrollment processes in detail, contributing to continuous improvement in program operations.
- Collaborated with healthcare professionals to provide personalized assistance to clients, improving overall service delivery.
- Maintained an organized database of client interactions, ensuring clear communication and follow-up on inquiries.

MAY 2024 – APRIL 2026

KING HEALTH

Health & Medicare Insurance Representative

- Explained benefits, costs, and coverage of health and Medicare plans to clients.
- Addressed inquiries about eligibility and enrollment, ensuring a smooth application process for potential clients.
- Recommended suitable insurance plans based on client needs, enhancing customer trust and satisfaction.
- Guided clients through complex insurance terms and conditions, improving their understanding and confidence in their choices.
- Followed up with clients post-enrollment to ensure satisfaction and address any issues, contributing to client retention.

JULY 2024 – JANUARY 2025

ORBIO WORLD

Health & Medicare Insurance Representative

- Provided technical support and troubleshooting assistance for the Muama Ryoko Portable WiFi, achieving a customer satisfaction score of ~90%.
- Educated customers on product features and benefits through effective communication, enhancing user experience and encouraging product understanding.
- Documented customer issues accurately in the CRM system, ensuring all interactions were tracked and resolved efficiently.
- Maintained a high level of product knowledge to assist customers promptly, improving first-contact resolution rates.
- Collaborated with cross-functional teams to optimize support processes, reducing average handling time.

JANUARY 2025 - MAY 2025

ROYAL TRANSPORTATION SERVICES

Logistics Operations Specialist – Track & Trace

- Monitored and tracked driver and dispatcher activities to ensure on-time arrivals and departures.
- Coordinated daily freight movements and booked loads with carriers through inbound calls and scheduling systems, improving operational efficiency.
- Assisted drivers and dispatchers with real-time updates and troubleshooting, enhancing the overall logistics flow.
- Responded to customer inquiries and carrier requests, providing timely updates on load status which increased customer satisfaction ratings.
- Utilized transportation management systems (TMS) and tracking tools, reporting exceptions or delays to optimize delivery schedules.

DECEMBER 2025 - JUNE 2026

SOUTHLAND DEVELOPMENT AUTHORITY

Content Moderator

- Moderated and managed online communities across social media and digital platforms, ensuring a safe, engaging, and brand-aligned environment.
- Monitored posts, comments, and user activity, removing inappropriate content and escalating policy violations when necessary.
- Created, scheduled, and published announcements, discussion posts, and resource content based on content calendars and brand guidelines.
- Increased community engagement by responding to member inquiries, welcoming new members, and encouraging meaningful discussions.
- Reposted and amplified brand, leadership, and community content while maintaining consistent messaging and brand voice.
- Maintained activity logs, prepared weekly and monthly performance reports, and provided recommendations to improve community engagement.
- Collaborated with community managers to monitor trends, address member concerns, and support community growth.

SKILLS

- Customer Service
- Technical Support
- Lead Generation
- Attention to Detail
- Project Management
- Sales
- Cold Calling
- Problem-Solving
- Organizational Skills
- Adaptability
- Telemarketing
- Appointment Setting
- Communication
- Data Entry
- Flexibility

LANGUAGES

Tagalog

English

TOOLS