ROSELLE FRANCISCO

Appointment Setter



CONTACT

WFH Ready

SKILLS

- Communication & Empathy
- CRM Management
- Email & Chat Support
- Scheduling & Calendar Management
- Data Entry & Documentation
- Customer Relationship Management
- Problem Solving
- Microsoft Office & Google Workspace

LANGUAGE

- English
- Tagalog

ABOUT ME

Detail-oriented Appointment Setter with remote experience in customer outreach via DM and digital support.

WORK EXPERIENCE

PK Media
Appointment Setter
Nov 2023 — Apr 2024 • Remote

- Conducted cold outreach via DM and email to schedule appointments for digital media clients
- Sent personalized DM outreach and follow-ups to nurture leads
- Managed CRM records and updated client pipeline daily

SOMS Studio Marketing
Chat Support
May 2024 — Aug 2024 • Remote

- Provided real-time chat support via messaging platforms for e-commerce and creative service clients
- Sent targeted promotional messages and handled customer inquiries with professionalism
- Maintained customer satisfaction and timely response for all inquiries

EDUCATION

2014 — 2016 • BSIT, Bukidnon State University

Bachelor of Science in Information Technology

REFERENCES

Available upon request.