



RANIEL BARACAO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Business Relationship Management
- Client Management
- Critical Thinking
- Social Media Marketing
- Coaching
- Customer Service
- Sales Projection

TOOLS

Google Workspace
Monday.com
Trello
Hubspot
Hubstaff
Freshdesk
Follow Up Boss
Zillow
Redfin
Freshsales
and more...

PERSONAL PROFILE

A versatile professional with a proven track record in driving sales, optimizing workflows, enhancing client relationships, and delivering strategic sales and marketing solutions to foster business growth. Skilled in managing diverse responsibilities and contributing to overall success.

WORK EXPERIENCE

SALES DEVELOPMENT REPRESENTATIVE

Homely | November 2023 - Present

A Sales Development Representative (SDR) in real estate wholesaling focuses on generating and qualifying leads to drive sales opportunities. Key responsibilities include:

- **Prospecting:** Identifying and reaching out to potential sellers and buyers through cold calls, emails, and social media.
- **Lead Qualification:** Assessing the potential of leads to ensure they meet the criteria for further engagement.
- **Relationship Building:** Establishing and maintaining relationships with potential clients to build trust and gather information about their needs.
- **Follow-Up:** Creating tasks for follow-ups to nurture leads and move them through the sales funnel.
- **Market Research:** Staying informed about market trends and competitor activities to identify opportunities.
- **Collaboration:** Working closely with the sales team to ensure a smooth transition of qualified leads for closing deals.
- **Database Management:** Maintaining accurate records of interactions and updates in the CRM system.

WORK EXPERIENCE

DIALER SUPERVISOR

January 2022 - November 2023

The Dialer Supervisor role involves overseeing the activities of a team of dialers who are responsible for making outbound calls to potential clients. Here is a summary of the key tasks and responsibilities:

- **Team Management:** Supervise and manage a team of insurance dialers. Provide training and support to ensure team members are well-equipped to perform their tasks. Monitor performance and provide feedback to improve efficiency and effectiveness
- **Performance Monitoring:** Track and analyze call metrics, such as call volume, conversion rates, and sales targets. Implement strategies to meet or exceed performance goals
- **Quality Assurance:** Ensure all calls adhere to company standards and regulatory requirements. Conduct regular call reviews and provide coaching to maintain high quality service
- **Workflow Coordination:** Coordinate call schedules and manage dialer systems to optimize productivity. Address technical issues related to dialer software and hardware
- **Reporting:** Prepare and present reports on team performance to upper management. Identify trends and areas for improvement based on data analysis
- **Client Relations:** Handle escalated calls and resolve complex customer issues. Ensure a high level of customer satisfaction through effective communication and problem solving
- **Strategic Planning:** Develop and implement strategies to improve lead generation and sales conversions. Stay updated on industry trends and adjust practices accordingly
- **Compliance:** Ensure compliance with all relevant insurance laws and regulations. Keep the team informed about changes in policies and procedures

CLIENT SUCCESS MANAGER

Start Virtual | November 2021 - Jan 2022

Planning, organizing, direct, and control resources to maintain client satisfaction and monitor virtual assistants to constantly improve the sales of clients assigned. Expertise:

- KPI Coaching's
- Motivational approach to VA
- Audits
- Live Monitoring
- Meeting with Support Admins
- Onboarding Clients
- Strategic weekly Client meetings
- Strategic B2B planning

VIRTUAL ASSISTANT/ APPOINTMENT SETTER

Start Virtual | July 2021-November 2021

Cold calling for Life Insurance/Final Expense/ Mortgage leads Calendar Management

VIRTUAL ASSISTANT/ QA FRONTEND/CUSTOMER SUPPORT FOR EMAIL AND CHAT

ARCANY'S | July 2018- June 2021

- Provide support to both B2B and direct consumers.
- Provide technical comparison about traditional digital signage vs the new age digital signage.
- Provide walk-through for consumers.
- Performs website/software, device testing for digital signage products.

SALES MARKETING CONSULTANT

Glasslink Solutions | October 2019-Nov 2020

- Doing cold calling to Authors who has their book published in the market.
- Reading the Author's synopsis and identify the best marketing strategy for their book/s.
- Provide visualization to the Author about their books being market and the possible income that they would generate.

WORK EXPERIENCE

CUSTOMER SERVICE PHONE REPRESENTATIVE

Set TV Cable | March 2018- June 2018

- Identifying relative issues that causes the device to malfunction.
- Perform repairs on Cable boxes for TV.
- Provide billing information and advises to subscribers.

DESKTOP REMOTE SUPPORT LEVEL 2

People Plus Tech | June 2017-March 2018

- Checking notes from the previous support or level 1 for basis.
- Perform troubleshooting for computers, printers, and other software's from customers computer.
- Digging Deep in the search engine for issues that are not familiar, and apply the resolutions to the customers problem

XBOX CUSTOMER SUPPORT TEAM TIER 2

Convergys | December 2012-December 2016

- Provide billing information and give advises for consumers convenience.
- Identify why the device is malfunctioning.
- Provide detailed and simple instruction to customers to repair their devices.
- Provide specific information for the network specification in order to have their device working.
- Escalate issues for bugs and cases which can't be handled by tier 2.

TECHNICAL ADVISOR AT CHARTER COMMUNICATION

Teletech | June 2012-December 2012

- Identifying relative issues that causes the device to malfunction.
- Perform repairs on Cable boxes for TV.
- Provide billing information and advises to customers.

CSR/SALES FOR HEWLETT-PACKARD

Teletech | August 2011-June 2012

- Getting inbound calls from both B2B and direct consumers.
- Identifying customer needs for business or personal use of products, and up-sells them.

TIER 2 CUSTOMER SUPPORT REPRESENTATIVES AND TECHNICAL SUPPORT

Qualfon Inc | June 2010-June 2011

- Provide billing information.
- Perform technical repair for smartphones.
- Retrieves call or contact details from verified owner of the device.

EDUCATION HISTORY

UNIVERSITY OF SAN JOSE RECOLETOS | 2010

Bachelor of Science in Entrepreneurship