

MAI GRACE C. VIRAY

Barangay Tanghas, Tolosa, Leyte | 0992-557-7940 | maigraceviray@gmail.com

WORK EXPERIENCE

Concentrix | *Customer Service Representative*

May 2024- January 2025

- As Customer Service handling streaming account, Sirius XM, I handle calls from customer who inquire about their plan, subscription fees, basic troubleshooting and plan cancellation.

Boldr PH, Inc | *Sales Development Representative*

Oct 2023- Mar 2024

- As Sales Development Representative under Tranzact I take phone calls to the client's cold and warm international leads through asking smart and targeted questions in order to close them as customer during the Annual Enrollment Period (AEP) and Open Enrollment Period (OEP).
- Through skillfully building interest, I was consistently part of top 5% representatives gaining Tier 3 performance incentives and was awarded as "Rockstar Rookie" for performing exceptionally well with very little hand-holding.

Ysabella MNL | *Sales Manager*

Dec 2020- Sept 2021

- I perform the full-time Sales Manager duties in a small business. I inventory the items and strategize how to increase sales. I am also responsible for marketing strategies like advertisements, managing social media platforms, and delivering the products to our logistics partners.

Teleperformance | *Customer Service Representative*

Oct 2019- Aug 2020

- I perform as a full-time Customer Service Representative in a banking account, at JP Morgan & Chase. I assist the customer by helping them check and review all their transactions and other concerns in their account.

Bluestar, Inc | *Cashier (Part-time)*

Aug 2018- Sept 2019

- I perform as a part-time cashier where I assist the customer, forecast the daily income, list down and count the products being delivered to the stalls, and do the inventory of products(beverages).

PROFESSIONAL CERTIFICATION

- **Contact Center Services NC II**
- **Certified Sales and Marketing Consultant (CSMC)**
- **Certifies Entrepreneurial Management Practitioner (CEMP)**
- **Certified Customer Experience Management Professional (CCEMP)**
- Talent Acquisition
- Biblical Principles of Sales and Entrepreneurship
- Cash Flow Management
- Office Administration
- Corporate Communication
- Performance Evaluation
- Training Needs Analysis
- Strategic Planning
- Vision Casting
- Brand Activation
- Sales Generation Techniques
- Marketing Strategies

EDUCATION

Sienna College of San Jose | *Bachelor of Secondary Education Major in English*

- Undergraduate (2nd Year College)

Bongabon National High School

2012-2013

- Graduate

Anahaway Elementary School

2008-2009

- *3rd Honorable Mention*
- Service Awardee