

## About Me

One of my strengths is that I am a hardworking person. I make sure to get the job done even in the face of difficulties. I am dedicated to my work and always do everything I can to complete my tasks. I am driven and eager to learn, and I like to challenge myself to stay motivated and to keep pushing myself to grow both professionally and personally

## Personality

Sales & Negotiation



Lead Generation & Appointment Setting



Client Relationship Management



## Skills

- ColdCalling & Telemarketing – Skilled in engaging prospects, delivering persuasive pitches, and handling objections effectively.
- Appointment Setting – Proven ability to qualify leads, schedule meetings, and ensure seamless coordination with sales teams.
- Customer Service (CSR) – Strong communication, active listening, and problem-solving skills to deliver excellent client support.

## Tools Proficiency

- Dialers (VICIdial, Convoso)
- VoIPsystems (Skype, Zoom, Microsoft Teams)
- Salesforce, HubSpot, NetSuite,

## Goals

- Learn and adapt to new tools, systems, and processes.
- Consistently meet and exceed performance targets.
- Communicate clearly and effectively in all interactions.



**MARK  
HILARY  
ORILLO**

Age: **36**

Gender: **Male**

Location: **Philippines**

## Work Experience

2022	Upwork/ACA Healthcare
-	Insurance Agent
2025	Cold Caller, Telemarketer, Sales
2020	Sun West Mortgage Corporation
-	Morgage Loan Assistant
2021	Request and follow up insurance policy, review insurance policy
2019	Teleperformance
-	Customer Service Representative
2020	Follow up and process the request of customer
2016	FlatWorld Solution
-	Account Executive
2018	Cold Caller, Telemarketer, Appointment Setter
2011	LeadGen Contact Corporation
-	Telemarketer
2016	Cold Caller, Outbound sale

## References

### Robert Surban

Teleperformance/Account Manager

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### Jumar Lahoy

ACA Healthcare/TL

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## Education

### BSED

Rizal Memorial College

2018-2020

### Practical Nursing

Saint Augustine School of Nursing

2008-2010