



**MA. CARLA ALICIA
S. GILBOY**
DEMAND GENERATION
MANAGER

Contact

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Bacoor City, Cavite,
Philippines, 4102

Education

Bachelor of Science in Nursing

University of Perpetual Help System-Dalta
2009

Skills

- Lead Generation
- Marketing
- Social Media Marketing
- Email Management
- Content Creation
- CSM

About Me

An efficient and competent individual who has more than a decade of experience in Customer Service. Passionate about improving the quality of people's lifestyles through unsurpassed care and service. Seeking to leverage my experience and studies of communication to empower customers within a people-driven organization to achieve their goals.

Experience

- January 2024 - Present
iAMKrissy: Digital Solution
Demand Generation Manager
 - Researching a company beforehand to help the sales team and pursue more probable leads.
- November 2019 - December 2021
Globactive BPO Solutions
Homebased Lead Generalist
 - Evaluates leads and perform initial steps for the sales team to take over and close the deal.
- February 2018 - September 2019
Demand Science Team Philippines
Virtual Telemarketer Associate
 - Understanding a prospects exact needs and goals and push the conversation to move forward in a positive direction.
- July 2016 - December 2017
Kapascend, Inc.
Insurance Quotation Team Leader
 - Inspire and motivate the team to understand the goals and processes, helping them reach an individual passion for those goals to better benefit the entire team.
- January 2016 - July 2016
Kapascend, Inc.
Outbound Sales Representative
 - Conduct surveys to existing customers to determine if there is interest in products or services.
- July 2015 - December 2015
Conduent
Customer Service Representative
 - Escalating queries and concern.
- March 2013 - May 2015
C3 Customer Contact Channels
Customer Service Representative
 - Reservations agent for a car rental company.
- October 2011 - January 2013
Alorica Philippines
Technical Support Representative
 - Identify customers needs and provide solutions effective in addressing their problems.