

# Ma. Dolores Canete

Marikina City / madolores.canete@gmail.com / 09661423998

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## Experience

### Dealer Inspire

Chat Executive, Naperville, IL  
9/2020- 7/2024

Responding to customer queries in a timely and accurate way. Identifying customer issues, providing solutions, and conversing politely and professionally. Inform customers about new features and functionalities, Handles complaints and resolve issues, Arrange Sales and Oil appointments

### TaskUS

Customer Service Representative, Work From Home  
03/2020- 08/2020

- Handled customer inquiries, answered questions, and resolved problems promptly. Managed incoming calls. Building good relationships with customers. Resolving complaints and following up on resolutions. Recommend possible products to meet the customers' needs.

### African Chalk & Clay

Virtual Assistant, Chicago, IL  
08/2015-11/2019

Respond to customers' concerns and complaints via HubSpot and phone calls. Scheduled meetings; booked travels and accommodations. Web Research/ Product Research. Listing products on eBay, Amazon, and Big Commerce. Manage Calendar and book appointments. Manage the social media accounts. Maintain and manage records.

### Staff Financial Group

Lead Generation/ Data Mining, Atlanta, GA  
09/2011-06/2015

Make outgoing calls. Contact prospects to qualify leads. Research and pull information from LinkedIn Sales Navigator, Career Builder, and the Internet. Conduct customer research. Conduct client or market surveys to obtain information about potential leads. Develop a strong knowledge of the company's products and services to facilitate the sales process.

### Biogen Neuro-Psycho Center

Office Assistant, Marikina City  
01/2008 - 08/2011

Maintain client's data reports by assembling, and analyzing any renewal contract. Post job advertisements and campaigns about the services. Assigned to contact all existing and potential clients. Contact clients to remind them of the contract and employees subject to testing. Manage remote testing schedules.

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## Skills

Communication skills, Microsoft word, Time management, Problem solving Skills, CRM Software, Computer Skills, E-Commerce, Web Research

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## Education

### Communication Arts

