

HAYZEL NALDOZA

CUSTOMER SERVICE | SALES

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SUMMARY

Customer Service, Sales, and Hospitality professional with 8+ years of proven experience delivering exceptional client satisfaction, driving sales growth, and creating seamless guest experiences. Recognized for strong communication, problem-solving, and relationship-building skills that consistently exceed expectations.

TECHNICAL SKILLS

- Customer Focused
- Computer Proficiency
- Problem Solving Skills
- Time Management
- Attention to Detail
- Effective Communication
- Adaptability and Flexibility
- Lead generation
- Policy Compliance

PROFESSIONAL EXPERIENCE

Digipulse Software Design LLC | Dubai, UAE

Jan 2025 - Present

Sales Marketing & Client Relations Specialist

- Conducted inbound and outbound marketing calls to engage potential and existing clients, increasing conversion rates and building long-term relationships.
- Delivered service presentations and live demos via the company's website, effectively showcasing product advantages, leading to higher client satisfaction and successful upselling of additional services.
- Coordinated and scheduled online services, ensuring timely execution of campaigns aligned with client goals.
- Research and identify potential leads through online platforms, databases, and industry sources.
- Make outbound calls, send emails, and engage prospects to generate qualified leads.

Baden BPO & Software LCC | Dubai, UAE

Jan 2022 - Dec 2024

Sales & Customer Service

- Conducted B2B outbound calls, qualifying business owners for marketing and SEO programs.
- Presented and offered services including PPC and Organic Marketing, tailored to client needs.
- Delivered live demos, handled follow-ups, and successfully closed sales to drive revenue.
- Consistently achieved and exceeded end-of-month sales targets through strong communication and relationship-building skills.

Contexta Global | Ortigas, Philippines

Feb 2016 - Aug 2018

Customer Service & Scheduling Representative

- Handle inbound customer calls in a professional and courteous manner.
- Provide accurate fare details, travel schedules, and trip options for Bolt Bus and Greyhound services within the U.S. and Canada.
- Process secure online card payments.
- Ensure compliance with company policies, booking guidelines, and quality standards.
- Assist clients with changes, cancellations, or special requests in accordance with company policy.
- Resolve customer inquiries effectively and escalate issues when necessary.

EDUCATION

ABE INTERNATIONAL COLLEGE OF BUSINESS & ACCOUNTANCY

Bachelor of Business Management

2012 - 2014 SY