

# SHANNA PEARL PULVERA

## BPO Professional

### Profile

Results-driven Lead Generation Specialist with nearly 2 years of experience in real estate cold calling, lead qualification, and CRM management. Recognized as a top-performing agent with consistent achievement of targets, earning incentives and company recognition.

Experienced in administrative support, including handling legal documents and managing client communications for an Australian taxation account. Skilled in Google Workspace tools for data management, reporting, and communication.

Strong background in customer service and team support, with experience as a Person of Contact (POC) handling attendance tracking, performance monitoring, and agent training. Highly adaptable, detail-oriented, and committed to delivering results and contributing to business growth.



### Work Experience

#### RWG BPO SERVICES

##### Cold Caller / Lead Generation Specialist (Real Estate)

- Conducted outbound cold calls to property owners to identify potential sellers
- Asked qualifying questions to determine client motivation and property details
- Managed and updated leads using CRM systems in a timely and accurate manner
- Built rapport with clients and handled objections professionally
- Consistently achieved and exceeded daily and monthly targets
- Recognized as a top-performing agent and received incentives and certificates

April 2024 –  
March 2026

#### RWG BPO SERVICES

##### Person of Contact (POC) / Team Support

- Monitored team attendance and tracked performance metrics such as leads and quotas
- Sent reminders and ensured agents met daily expectations
- Conducted meetings and provided guidance to underperforming agents
- Assisted in training and onboarding of new team members
- Helped improve team productivity and communication

Dec 2025 –  
March 2026

#### Novara Construction

##### Florida Remodeling Program

- **Engagement & Rapport:** Building initial interest and trust with prospects through persuasive dialogue and effective objection handling.
- **Lead Qualification:** Asking targeted questions to assess a lead's budget, authority, needs, and timeline to ensure they are a good fit for the company.
- **Calendar Management:** Coordinating schedules to book appointments that align with the availability of both the prospect and the sales representative
- **Data Accuracy:** Maintaining high database accuracy and reducing scheduling errors
- **Objection Handling:** Professionally responding to grievances or rejections and turning them into opportunities for further conversation.

Jan 2024 –  
March 2024

Aug 2023 –  
Jan 2024

#### SixEleven Global Services

##### Customer Service Representative – Nation Safe Drivers

- Handled inbound calls for roadside assistance and dispatch services
- Coordinated with service providers to assist customers efficiently
- Resolved customer concerns while maintaining professionalism
- Managed high call volume in a fast-paced environment
- Ensured customer satisfaction through timely support

#### SixEleven Global Service Australian

##### Taxation Account Administrative Task

- Uploaded and organized legal and tax-related documents with high accuracy
- Managed and responded to client emails in a professional and timely manner
- Assisted clients with tax-related inquiries and account concerns
- Maintained confidentiality of sensitive client information
- Supported daily administrative operations and task coordination

May 2023 –  
July 2023

### References

#### Aeroll Kym Manalo

RWG Company. / Vice President

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#### Floramor Cachuela


Teacher

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### Contact:

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 Tagum City, Davao del Norte

### Education

**Bachelor of Science in  
Hospitality Management  
(University of Mindanao  
Expected Graduation: [2025])**

- Relevant coursework: Customer Service Management, Business Administration, Tourism Operations, Marketing
- Achievements: Merit Scholarships

### Expertise

- OUTBOUND SALES & LEAD GENERATION
- PROSPECT QUALIFICATION & CLIENT ENGAGEMENT
- CRM SYSTEMS & PIPELINE MANAGEMENT
- PROFESSIONAL EMAIL & CLIENT COMMUNICATION
- GOOGLE WORKSPACE & DATA MANAGEMENT
- ADMINISTRATIVE OPERATIONS SUPPORT
- CUSTOMER SERVICE & ISSUE RESOLUTION
- TEAM LEADERSHIP, TRAINING & PERFORMANCE TRACKING
- PROCESS IMPROVEMENT & TASK EFFICIENCY

### Language

English

Filipino