

Erick Arturo Garcia Peralta



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Professional Summary

Customer Service, Sales, and Virtual Assistance professional with 8+ years of experience supporting U.S.-based clients. Skilled in inbound and outbound communication, CRM systems, lead qualification, and client follow-up. Proven track record of exceeding KPIs, supporting remote teams, and delivering high-quality customer experiences with professionalism and accuracy.

Professional Experience

Customer Service Representative – Sitel Group (2015 – 2018)

- Delivered technical and financial customer support for Mobilicity and Capital One campaigns.
- Resolved inquiries efficiently while maintaining compliance and data accuracy.
- Consistently exceeded customer satisfaction and quality assurance metrics.

Team Leader & Telemarketer – The Roofing Network (2019 – 2024)

- Conducted outbound sales and appointment-setting calls using CRM platforms.
- Promoted to Team Leader for exceeding sales and performance targets.
- Trained, coached, and monitored agents to improve conversion rates and call quality.

Acquisition Specialist & Virtual Assistant – Acquire JDF Corporation (2024 – 2025)

- Qualified property leads and presented acquisition offers based on market analysis.
- Managed follow-ups, CRM records, and lead tracking using Google Sheets.
- Supported social media marketing and administrative tasks remotely.

Intake Specialist – Lemon & Law Connect (2025)

- Contacted warm leads and qualified clients for Lemon Law legal cases.
- Assisted with documentation intake and case initiation.
- Ensured a professional and empathetic client experience.

Key Skills

- Customer Service & Soft Sales • Virtual Assistance & CRM Management
- Lead Qualification & Follow-Ups • Team Leadership & Training
- Communication, Negotiation & Problem Solving

Languages

Spanish (Native) | English (Fluent)