

ROSEMARIE PORTUGAL

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Professional Summary

Versatile and results-driven professional with extensive experience in sales, operations, virtual assistance, and marketing. Skilled in managing B2B accounts, streamlining processes, generating leads, and coordinating campaigns. Adept at building strong client relationships, handling cross-functional tasks, and delivering results in fast-paced environments.

Key Skills

- Sales & Account Management: B2B client onboarding, Order Processing, Inventory Management, Staff Training. Upselling & Cross-Selling. Demo and Flyers/Marketing Plan. Lead Generation & Prospecting.
 - Tools: Acumatica. Fishbowl, Tableau. GoHighLevel. Zendesk. OsCommerce. Shopify. Hootsuite. Canva. HubSpot. Kunversion. Zillow. Jobber. DoorLoop. Quickbooks. Moxie. LionDesk. Slacks. Microsoft Teams. Grammarly. ChatGPT. Google Calendar. Zoom.
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Professional Experience

Prime Dumpster

Update Specialist | January-May 2026 (project based)

- Issue Resolution: Act as the primary point of contact for resolving delivery delays, placement issues, or billing discrepancies.
- Asset Tracking: Monitor the deployment, inventory, and servicing schedules for both dumpsters and portable sanitation units.
- Duties include coordinating the scheduling of updates, ensuring compatibility, testing new features, and troubleshooting any issues that arise post-update.
- Dispatch & Routing: Optimize daily driver routes for dumpster drop-offs, swaps, and pick-ups to reduce fuel costs and ensure on-time delivery.
- Compliance & Reporting: Monitor and verify compliance with state and federal disposal regulations, tracking metrics for recycling and waste diversion.

LCG Foods – Canada

Account Manager, Sales | June 2021 – Present

- Manage B2B accounts, from onboarding new clients, tailored submissions and recommendations that fit best with each customer. Coordinate with supplier/manufacturer for demos, flyers and promotion for the year.
- Conduct one on one quarter review with the buyer. Develop long-term client relationships and identify upsell opportunities. Track sales performance using CRM tools, providing regular updates on pipeline progress and market insights into leadership.
- Resolve customer issues (returns, damaged products, and other delivery concerns) and maintain strong relationships.
- Monitor inventory, forecast stock, and coordinate with purchasing.
- Lead hiring, onboarding, and staff training.

Sales Operations Specialist | June 2019 – June 2021

- Processed orders, credit requests, and e-commerce transactions.
- Generated leads across Canada and the USA, particularly for universities.
- Coordinated marketing campaigns and sample distribution via Shopify and Amazon.

Profound Financial PLLC – Arizona, USA

Virtual Assistant / Social Media Manager | Feb 2017 – June 2019

- Managed client communications, appointments, and document tracking. Communicate professionally with internal and external stakeholders. Track action items and follow-ups. Support project coordination and administrative workflows.
- Scheduled meetings, screened applicants, and coordinated tasks with bookkeepers.
- Coordinate meetings, manage calendars and scheduling priorities.
- Executed marketing campaigns and daily social media posts; designed graphics and layouts.

Accenture – AP Senior Vendor Master / Accounts Payable Specialist | June 2012 – June 2014

- Vendor account maintenance and vendor support.
 - Ensured compliance with global standards and processed employee travel reimbursements.
 - Invoice processing, coding, and approval routing. Receive, review, and code vendor invoices and employee expense reports in the AP system
 - Identify opportunities to streamline workflows, improve accuracy. Participate in cross-functional projects to improve system integration, and invoice capture
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Education

- Gordon College – Master's in Business Management
 - Gordon College – B.Sc. Accountancy (2005)
 - Gordon College – B.Sc. Information Technology (2004)
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Certifications & Seminars

- Accenture – Global Business Services & Mastery in Vendor Master (2012)
 - SuperFerry Apprentice – Apprentice-By-Experience (2010)
 - Department of Tourism – Mabuhay Host (2007)
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