



ERICKALOU P. DABUCO

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OBJECTIVES:

To be able to secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

WORK EXPERIENCES:

ClevrComm

September 2, 2022 – November 30, 2022

Appointment Setter and Telemarketer

- Contacting potential customers and scheduling appointments
- Process sales and responsible for taking payment information

SOPHI

March 2021 – September 6, 2022

Non-Voice Lead Gen Account

- Qualifies leads - Updates account information - Data entry - Web searching

QUALFON Dumaguete (Rehire)

March 26, 2019 - March 12, 2020

Customer Service Representative

Account/s Handled:

Straight Talk Wireless

(Tier 1 Representative Technical Support) - Diagnose Technical issues - Walk customers through the steps needed to fix various problems

(Tier 2 Representative Handles Supervisory calls) - Handles call Escalations

(Tier 3 Representative Portability Department /Onboarding Group) -Assists customers to transfer their phone numbers from ANOTHER Company -Calls external carriers to have the number manually released

QUALFON Dumaguete

November 17, 2014 - July 9, 2018

Customer Service Representative Account/s Handled: Tracfone/Safelink Wireless, VMBC (Tier 1 Representative Technical Support)

- Assists the customers in paying their bills or purchases -Troubleshoots phone (defective or non-defective) and process phone replacements

(Tier 2 Representative Handles Supervisory calls) - Handles angry customers and make sure to resolve the issues - Calls external carriers for troubleshooting steps

(Tier 3 Representative Executive Resolution Department, VMBC) -Handles transferred or escalated calls -Process enrollments (government free programs) for Safe link Customers

EDUCATIONAL BACKGROUND

Foundation University Bachelor of Secondary Education

June 2003 – March 2019

Undergraduate

SKILLS AND QUALIFICATIONS

- English Proficient

- Computer literacy

- Excellent customer service skills

- Knows social media like Facebook, Instagram, Twitter, Microsoft and Google