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Educational Background:

- Highschool Graduate–Araneta Learning Center
- College undergrad–(USC)University of San Carlos

Employment History:

Azpired Inc.–Team Leader– from 12/2015 to 08/2017:

- Coached agents with their strength and weaknesses
- Update Team with their daily and monthly stats
- Shared things that we learned and strategies when dealing with customers
- Help the team understand how to provide Awesome customer service

Concentrix CVG Philippines, Inc.–Technical Support Associate–From 10/2017 to 02/2019:

- Assist Customers who are experiencing technical issues with their payroll account online.
- Provide step by step process to resolve or troubleshoot technical issues.
- Helps Accountants and small business owners with their payroll to pay their Employees using an online system.

Sykes Asia, Inc.–Customer Service Associate–From 02/2019 to 05/2019

- Assists customers who wants to reload their prepaid accounts.
- Helps Customers with some technical issues with data, messaging and call related issues.
- Provides great customer service.

Sykes Asia, Inc.– Customer Service Associate–From 02/2020 to 02/2021

- Helps Customer who has car loans from our company.
- Assists them with technical issues on their online account with us.
- Help them understand what their contract is all about.
- Assist callers who wants to make a payment on their car loans.
- Helps them understand their bill

Delta Media Flow – Chat Sales Agent – From 07/2021 to 10/2021

- Assist online Clients who wants online entertainment.
- Sell the product to the clients who we connect with
- Report all sales to the managers

(BBDM) Big Brain Digital Marketing – Customer Service/Appointment setter/Sales - From 09/2021-03/2022

- Assists Customers calling in to book an appointment for a Technician Visit to help them with their Electrical, Appliance, HVAC, and Plumbing issues.
- Provide good quality customer service.
- Document all calls received including appointments that are not booked
- Offer Membership programs available on the areas we serviced

eFox Solutions - Outbound Sales Associate - From 05/2022 - 08/2022:

- Call aspiring authors who wants to get their book published
- Provide publishing packages to interested aspiring authors who we get in contact with.
- Upsell additional services whatever we see fit to the book the author is wanting to publish.
- Provide cover ideas depending on how the author describes their cover would look like.

Concentrix CVG Philippines, Inc. - From 10/2022 - 01/2023:

- Help customers choose a suitable satellite radio subscription depending on their listening preferences.
- Troubleshoot any technical problems with their satellite radio issues within our scope.
- Explain things they need to know about the product they are subscribing and its limitations.

Alfa Media – Chat Sales Agent/Retention – From 02/2023 to current

- Retain converted prospects to stay and keep buying the products they once bought.
- Make retained online clients interested to keep chatting and providing them with more interesting things about the product.
- Report all converted sales to the managers