

CHRISTOPHER E. SIRILAN

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Zamboanga City



OBJECTIVE

Interested in career advancing opportunities with a progressive company that will benefit from my positive attitude, strong commitment, and dedication in delivering stellar support to my superiors.

SUMMARY OF EXPERIENCE

❖ Dana's Roadside Assistance – US Towing Services

▪ Virtual Assistant- Dispatcher (December 2022 - April 2023)

- *Coordinating Communication/ Monitoring and Tracking: Responsible for managing communication between drivers, customers, and other parties involved in the transportation process. This includes scheduling and assigning drivers to deliveries, relaying important information about routes and schedules, and communicating with customers regarding delivery times and any issues that may arise..*

❖ Start Virtual - Work from Home/ Freelance

▪ Virtual Assistant- Real Estate (October 2021 - August 2022)

- *Cold calling/ SMS/ Lead generation, from client's list using CRM and initiate cold calling, build good rapport on every leads called, pre-qualify, handles objections, and set appointment for callback.*

❖ Powercom Global Solution - Winzelle International School Bldg., Gov. Lim Ave, Zamboanga City

▪ Team Leader (September 2018 - January 15, 2019)

- *Manages sales agents who aim to generate daily sales, assigns tasks to team members and keeps track of sales goals, provides quality and efficient customerservice.*

❖ KCC Mall De Zamboanga - Gov. Camins, Zamboanga City

▪ Operations Supervisor (September 2015 – June 2017)

- *Supervises and gives task to team members and provides quality and efficientcustomer service.*

❖ GOOGLE, BGC-VXi Global - Net Lima Bldg., 5th Ave, BGC- Makati City

▪ Online Marketing Strategist (February 28, 2015 - April 28, 2015)

- *Assists potential clients who are interested to online advertising with Google Adwords for Australia and New Zealand. This includes target location, estimatebudget, brief input of business nature or process, target goals and will be basedon clients' needs.*

❖ VXi Global - SM Cyber 2 Buendia MRT, Bel-Air, Makati City, Philippines

▪ Customer Service Representative (December 12, 2012 – February 2015)

- *Assists in registering and activating western union prepaid debit cards, providesclear understanding on bill statement, disputes, and escalated concerns to customers, walks thru online inquiry that includes technical assistance, card registration, and fraud reports.*

❖ SPi Global formerly ePLDT Ventus Parlance - PLDT Bldg. Reposo St. cor Jupiter Makati City

▪ SME-ATL / Account Specialist (October 23, 2006 – June 15, 2012)

- *Mentors and demonstrates call handling, call flow process, consultation, and floorsupport with new hires. Handles escalated calls. Take calls. Make calls from/to existing/prospective customers. Assists training team in the development of newly- hired employees. Does side by side or random monitoring, role playing, and provides feedbacks to new hires.*

▪ **Customer Service Representative** (December 12, 2012 – February 2015)

- *Answers call in inquiries such as hotel services, reservations, response to guest complaints, and fax requests, documents all guests' arrivals, day and time of check-in/out, length of stay, shuttle service, and their special needs and preferences, manages bookings for VIP and group check-ins. Liaises with other departments such as restaurant, accounting, and security.*

EDUCATION

Bachelor of Science in Industrial and Management Engineering

March 2006

Western Mindanao State University – Normal Rd, Baliwasan, Zamboanga City 7000

REFERENCES

John Silo (Senior Training and Development Specialist) – Google - VXi Global, BGC, Makati City
Mobile: +63 936 9637 350

Mary Grace Palad (Quality Analyst) – Western Union - VXi Global, Buendia, Makati City
Mobile: +63 927 1282 019

Francia Cruz – (Supervisor) – Western Union - VXi Global, Buendia, Makati City
Mobile: +63 919 2830 600