

ROSE NEL OYAO YAP

Experienced Customer Service Manager with a demonstrated history of working in the printing industry and Real Estate Marketing. Skilled in Microsoft Excel, Customer Service, Sales, Business Development, and Sales Management. Strong support professional with a Bachelor's degree focused in Registered Nursing/Registered Nurse from University of Cebu.



JOB DESCRIPTION: QA

**SPECIALIST,BUSINESS DEVELOPMENT,TECHNICAL
SUPPORT,VIRTUAL EXECUTIVE,CUSTOMER
SERVICE,TECHNICAL SUPPORT**

PERSONAL DATA

Age	33 years old
Birthdate	1 st October 1988
Birth place	Muntinlupa Manila, Philippines
Civil Status	Single
Sex	Female
Citizenship	Filipino
Religion	Roman Catholic
Mother's Name	Rosita O. Yap
Occupation	Business Woman

LANGUAGES

English, Cebuano and Tagalog

SKILLS

Basic Computer Program e.g Excel, Word, Power point. Technical Troubleshooting for Internet Connectivity and Dial up Networking, Consultative Selling, Hard Selling, Business Management,Slack,Salesforce,Socail Media Management
(LinkedIn,Facebook,Instagram,Twitter), Saasu, Zendesk, Hubspot,Trello,Google Drive

EDUCATION

1991 – 1992 Opon Kindergarten
Gy dele serna street Lapu-lapu City
Pre-elementary Education

1992 – 2000 Saint Andrew School
Juana Osmeña st. Lapu-lapu City
Elementary Education

2000 – 2004 Saint Dominic Savio International School
Sangi New Road Lapu-lapu City
Secondary Education

2004– 2008 University of Cebu
Banilad Cebu City
Bachelors of Science in Nursing
Tertiary Education

WORK EXPERIENCE

February 2006 – April 2007
Western Wats Philippines Inc.
2 nd flr. PIPC bldg. MEPZ II Basak Lapu-lapu City
B2B call center agent
Tel no. 032 – 3413266 to 68
Responsible for research studies with business people.

November 2007 – April 15, 2010
Calltek Center International
4th floor JY Square Discovery Mall Salinas Drive Lahug Cebu City
Tel. no. 032 - 4172886
Technical Support Engineer
Responsible for troubleshooting basic internet connections

May 2010 – July 2011
Aegis People Support
e-Office 1, AsiaTown IT Park, Apas, Cebu City
Tel. no. (632) 234-8222
Patient Service Representative

*Responsible for up selling consultations
Responsible for calling out prospective patients*

July 2011 – February 2013

PA Everyday

*Room 202 Keppel Building Cebu City, Cebu 6000 Philippines
mobilel no. 09228223986*

**Virtual Assistant/Outbound and Inbound Call Center Agent/Business Development
Manager for CARDpro Group of Companies**

*Responsible for taking outbound and inbound calls
Responsible for various research assigned by the client*

March 2013 – February 2017

CARDPro Group of Companies/ABCorp Australasia

57 Merri Concourse Campbellfield Vic 3061 Australia

Business Development Manager

*Reports Directly to the Managing Director improving sales and strengthening the company's business
structure.*

November 7, 2016 - May 5, 2017

121 Outsource Limited (Part - Time)

*Unit 8, Level 15, Menara, One Mont Kiara, No. 1
Jalan Kiara, Mont Kiara, Kuala Lumpur, 50480, MALAYSIA*

Business Development Manager

Reports directly to the Sales Manager helping them in their day to day sales strategy. Calling possible clients and customers to avail our outsource services.

June 18, 2018 – March 31, 2020

Smartsourcing

8F Crown 7 Building Mabolo Cebu City

Marketing Admin/Customer Support Specialists

Checks Artwork for any errors prior to printing, Doing Adhoc tasks given by the client.
Creating and Checking Invoices, Working with Australian CEO's to manage daily publications.

November 3, 2020 – April 5, 2021

Optum Global Solutions

12 Floor Filinvest Cyberzone Asiatown IT Park Cebu City

Patient Service Representative

Processing orders and answering basic customer service inquiries related to specialty medications. These type of medication are very expensive. You really have to be very careful in the order process to prevent reships.

December 7, 2021 – March 30, 2022

Dyninno

14th Floor Filinvest Cyberzone Asiatown IT Park Cebu City

Travel Sales Expert

Selling Airline Tickets to passengers from United States going to other countries like the Philippines, Africa and Europe. Process payments and giving options to their desired destination.

April 18, 2022 – July 14, 2022

26th Floor Cyberscape Gamma Building Pasig City

Sales Business Manager

Selling Voip (Voice Over Internet Protocol) to small and medium size business in the United States.

Searching for leads using google.

REFERENCES

Vanessa Medalle
B2B Superviosr and QA
Tel. no. 09155754392

Rizza R. Racaza
QA Supervisor Western Wats Phils
Tel no. 09176255076

Gopinath Argallon
Western Wats Philippines Incorporated
Supervisor
Tel no. 09192647895

Maria Emme A. Ortiz
Calltek Center International
Team Leader
Tel no. 09064306851

Kristine Be
Calltek Center International
Team Leader
Tel no. 0916388767

Roselle Jane Gatcho
Team Lead – Opearations Aegis People Support Inc.
Tel no. 09228862913

Vanity Kintanar Salinana
Team Lead – Operations Aegis People Support Inc.
Tel no. 09173326123

Ma. Adelyne Therese B. Javier
Manager – Operations Aegis People Support Inc.
Tel no. 09173253903

Marco Nepomuceno
General Manager – PA Everyday Inc.
Tel no. 09173062726

Edrian Sason
Smartsourc BPO
Team Leader
Tel no. 09171271489