

HERMINIGILDO PRADO III

PROJECT MANAGER | FREELANCER | CUSTOMER SERVICE SPECIALIST

CONTACT

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City of San Jose Del Monte, Bulacan, PH

SKILLS/ EXPERTISE

Social Media Management
Email Marketing
Digital Marketing
Project Management
Lead Generation
Leadership and Management

EDUCATION

Bachelor of Arts in Communication
New Era University
2018-2023

Humanities and Social Sciences
Bulacan Standard Academy
2016-2018

WORK EXPERIENCE

Freelancer | Project Manager

December 2021 - Present

Clients from Different Industries (Real Estate, Solar- Power Contracting, Legal, Medical Insurance, and Executive Coaching)

- Validate invoices from different customers and vendors
- Call or email vendors to request account information updates
- Maximize online logins to maintain and manage accounts.
- Conduct virtual meetings with clients and partners to discuss business matters
- Research information from the internet to manage and complete account details
- Copywriting and Technical Writing
- Email management
- Social Media Management
- Business-to-business environment
- Appointment Setting (Cold Calling)
- Lead Generation and Qualification
- Project Management

Largo Voice Billing and Technical Care Support

Alorica Teleservices

September 2020- December 2021

- Assist Customers in activation, adding a line, and checking their phone services
- Discuss billing, plan, and device options
- Order equipment, accessories, and plan features
- Answer customers' inquiries about their bills and accounts
- Help customers with their technical concerns
- Dispatch technicians on the ground
- Support a team as a Subject Matter Expert
- Walk the customers through their online accounts

Retail and Finance Account Customer Support

Concentrix Philippines

February 2020 - August 2020 -

- Process customers' requests for late fees and interest charge reversal
- Request a physical card and have it activated for the customer
- Discuss charges on customers' statements and check for any missing promotions
- Check their current rewards cards and gift checks
- Credit Limit Increase and line activations

DirecTV Technical Support Representative

Teleperformance

May 2019- September 2019)

- Walk them through troubleshooting on their equipment especially if the issue can be resolved over the phone
- Assist customers with regard to the DTV programming packages
- Offer insurance and create repair tickets for their equipment
- Offer the best deals, promotions, and on-demand/Pay-per-view movies available.

ISM Voice Support AT&T Entertainment Group

Concentrix Philippines

May 2019- September 2019)

- Process customers' payments for their AT&T and DirecTV Services
- Apply credit for their missing promotions and offer insurance for wireless and DTV service
- Change services according to customers' demands or requests
- Offer cable options to customers. Give DTV or DTV Now packages details.