

MANZANO, DRANREB KARL B.



EDUCATION

- 2012-2018 **Bachelor of Science in Mining Engineering**
Saint Louis University Baguio City, Philippines
- 2008-2012 **Lepanto National High School**
Lepanto, Mankayan Benguet, Philippines

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New Lucban, Baguio City 2600,
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EXPERIENCES

- March 2023
to
September 2023
- ADMINISTRATIVE ASSISTANT**
CYBERBACKER
(SOUTHERN EQUITY COMMERCIAL)
- Database and Lead Management
 - Manage Leads and Contacts in CRM (Chime)
 - Transaction Coordinator
 - Prepare Offer Documents
 - Adding the listing content on Crexi, CoStar, Buildout
 - Create and design printable flyers on CREOP for listings, open houses, etc.
 - Social Media Management
 - Plans, schedules and executes social media content
 - Content creation, posting in social media platforms
- November 2021
to
September 2022
- TECHNICAL SUPPORT REPRESENTATIVE**
TELEPERFORMANCE
(VIVINT)
- Walkthrough customer on troubleshooting their equipment (Camera, Door lock, Panel, etc.)
 - Schedule technician appointment
 - Admin Tasks
 - Upsell security system products
- February 2021
to
October 2021
- CUSTOMER SERVICE REPRESENTATIVE**
CONCENTRIX
(eBAY)
- Answer customer query
 - Process orders
 - Admin Tasks

ABOUT ME



To obtain a position that will enable me to utilize my administrative and interpersonal skills with accuracy and efficiency while maintaining a motivated, productive, and goal-oriented environment for the professional team on board and an extensive customer loyalty.

TOOLS



- **CYBERBACKER**
 - KW Command
 - Chime
 - Constant Contact
 - DocuSign
 - Crexi
 - CoStar
 - Buildout
 - CREOP
- **TELEPERFORMANCE**
 - Genesys
 - Salesforce
 - MS Teams
- **CONCENTRIX**
 - AVAYA
 - Salesforce
 - Ready Cloud