



# DHEVIE GRACE B. LAO

Client Service Associate - SME

## EDUCATION

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### **University of Perpetual Help System DALTA – Las Piñas**

2006 - 2010

Bachelor of Science in Nursing

A member of Performing Arts Group – UPH Chorale

## WORK EXPERIENCE

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### **TDCX: Client Service Associate (Social Media-Ads)**

November 2022–Present

CSA: November 2022 to July 2023

Promoted as SME: July 2023 to present.

As an SME, I train new hires, facilitate huddles, and drive team performance. My role involves providing advanced troubleshooting assistance, ensuring new employees are well-equipped, and maintaining high standards of support and efficiency

### **Acadsoc: ESL Teacher (part-time/WFH)**

September 2018–December 2020

Conducting activities and lessons based on ESL teaching methodologies.

Encouraging and engaging students to speak in English.

Students are residing in China from 2year old and above.

Passed TESOL(Teaching English to Speakers of Other Languages) Certification

Obtained Exam Preparation Certificate for IELTS and TOEFL

### **EXL: Account Executive**

January 2015–December 2015

Develops, establishes and maintains customer relationships and partnerships to meet revenue and profit goals.

Actively pursue and qualify valued business opportunities. Implement successful selling strategies/techniques.

### **Convergys: Tech Support – Tier 2**

August 2012–August 2014

Time Warner Cable

Internet Service Provider – Taking Inbound calls.

Our responsibilities include diagnosing and troubleshooting to resolve issues related to computers, phones, tablets, modems, internet, networks, software while also providing additional services such as email.

Involves billings.

### **Stream Global Services: Tech Support – Tier1**

February 2011–July 2012

Our responsibilities include diagnosing and troubleshooting faults, resolving network issues, and installing and configuring hardware and software.

Ordering computer parts for replacement – DELL XPS

Selling computer units and warranties.

## PROFILE

Driven and enthusiastic professional with a passion for collaboration, approachability, and coachability. Dedicated to fostering a positive and inclusive work environment while leveraging leadership skills to guide and empower team members. Tech and digital savvy, eager to contribute to team success by promoting open communication, fostering teamwork, and continuously striving for excellence.

## CONTACT

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