



## Brittany Fenix

Imus, Cavite Philippines

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### PROFILE

Provide data entry, customer and technical support and reports in the Operations. Building SOPs and managing the team on a daily basis with adhoc tasks, may it be automations and integration, campaign updates, creative assets, meeting with clients

#### KNOWLEGABLE USING:

ClickUp, Slack, Zoom, GoHighLevel, Microsoft 360, Google Sheets, Paypal, Service Provider Pro, Canva, Oviond, Gmail, Zapier, Ring Central, Salesforce, Trello

#### SOME KNOWLEDGE IN:

Photoshop, Figma, Adobe Illustrator, Capcut, Facebook, Google

### SKILLS

#### Data Entry

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#### Email Management

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#### Photoshop/Canva

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#### Customer/Technical Support

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#### Project Management

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## WORK EXPERIENCE

### TECHNICAL SUPPORT REPRESENTATIVE

#### Teleperformance

Dec 2014 - May 2017

- As a technical support representative, my responsibilities include assisting customers with internet, phone, and TV issues through inbound and outbound calls and emails. I also help customers reset email passwords, set up McAfee anti-virus, and schedule technician appointments.

### CX SUPPORT REPRESENTATIVE

#### SYKES

July 2017 - March 2018

- As a customer service representative, I help customers with their travel arrangements such as hotel reservations, car rentals, and flights. Additionally, I can modify existing itineraries for customers.

### TECHNICAL SUPPORT REPRESENTATIVE

#### Acquire Asia

Aug 2018 - May 2019

- Job duties include assisting customers with internet, phone, and TV issues through inbound and outbound calls and emails, as well as scheduling technician appointments.

### SENIOR TECHNICAL SUPPORT

#### IQOR

Oct 2020 - Aug 2021

- I am senior technician support who assists with internet and phone issues, scheduling technician appointments, resolving billing inquiries and disputes, answering product inquiries, and increasing sales through inbound and outbound calls and emails.

### Operations Manager

#### White Label Ad Factory

Oct 2021- April 2024

- I'm an operation manager that covers communicating, gathering and delegating tasks for clients/agencies via Slack/Zoom/Order System, creating invoices/orders, and addressing billing concerns. I'm creating automations/workflows, making minor changes to Facebook ads/landing pages, and building/improving SOPs. Additionally, there may be some creative work in Canva or Photoshop that I cover if needed. I also cover creation of video creative assets for Facebook ads. I manage staff to make sure deadlines and roadblocks are set and done and make sure that the staff is improving quarterly.

## EDUCATION HISTORY

Associate in

June 2014 - Mar 2015

Computer Technology

STI College - Manila

Secondary

Alternative Learning System

June 2013 - April 2014

Benigno Aldana Elementary School