

Name: RAMIREZ, ARVIN KING RAÑA
Permanent Address: SAN JUAN MONCADA TARLAC 2308
PRIMARY: 09952187075
SECONDARY: 09475326988
Email Address: arvinking12@yahoo.com

PERSONAL INFORMATION:

Date of Birth : MAY 12, 1992
Birth Place : SAN JUAN MONCADA TARLAC 2308
Nationality : FILIPINO
Gender : MALE
Civil Status : SINGLE
Father's Name : DECEASED
Mother's Name : SYLVIA S. RAÑA

SKILLS:

Proficient in MS. Word, PowerPoint and Excel and also good in public speaking and technical writing.

WORK EXPERIENCE:

Name of Company: **Sutherland Global Services**
Company Address: **BERTAPHIL 4 CLARK PAMPANGA**
Position: **CUSTOMER CARE REPRESENTATIVE for ATT**
Length of Stay: **JUNE 2013-DECEMBER 2013**

Responsibilities:

- Receiving phone call from the customers that have a query and questions about their bills and their account,
- Selling upgrades and features like call blocking and caller ID.
- Answer general inquiry questions on their hand phone settings and TV
- Sell additional services like Phone service, TV and internet.

Reason for leaving:

Career growth.

Name of Company: **Convergys**
Company Address: **Manila**
Position: **Technical Support Representative for Time Warner Cables**
Length of Stay: **February 2014 – August 2015**

Responsibilities:

- As a tech agent, my responsibility is to receive phone calls about their internet and fix it by means of remote accessing their PC
- Checking the signal to their end up to our end
- Sending a physical technician if it cannot be handled in my end.

Reason for leaving:

Accident.

Name of Company: **TELETECH**
Company Address: **San Fernando Pampanga**
Position: **CUSTOMER CARE REPRESENTATIVE T-Mobile**
Length of Stay: **January 2017-June 2018**

Responsibilities:

- Receiving phone call from the customers that have a query and questions about their bills and their account,
- Selling upgrades and features like call blocking and caller ID.
- Answer general inquiry questions on their hand phone settings and TV
- Sell additional services like Phone service, TV and internet

Reason for leaving:

Career growth

Name of Company: **SITEL**
Company Address: **Luisita Tarlac**
Position: **CUSTOMER CARE REPRESENTATIVE for ATT**
Length of Stay: **June 2018- July 2019**

Responsibilities:

- Receiving phone call from the customers that have a query and questions about their bills and their account,
- Selling upgrades and features like call blocking and caller ID.
- Answer general inquiry questions on their hand phone settings and TV
- Sell additional services like Phone service, TV and internet

Reason for leaving:

Career growth.

Name of Company: **SCALE EXPERTS**
Company Address: **WFH**
Position: **CHAT/EMAIL SUPPORT/INBOUN AND OUTBOUND SUPPORT QA for Grub Hub**
Support for campus
Length of Stay: **AUG 2019 – MAY 2022**

Responsibilities:

- As a Chat/Email representative, it is like customer service too in a retail account but it is in chat, my responsibilities are.
- Making sure that the customers are happy with the products that we are sending them compensating if there are any damage to the item that they received.
- Sending Emails to the customers for follow-ups and or we have a resolution to their concern.

Reason for leaving:

Account pulled out and Career growth.

Name of Company: **Call Center Doctors**
Company Address: **WFH**
Position: **Team Manager for California Solar**
Length of Stay: **JANUARY 2021 – NOVEMBER 2022**
Responsibilities:

- Data management.
- Sending updates to the client about the monthly, weekly and daily sales.
- Creating training materials Quality control, weekly coaching.
- Admin works and reports. Data analysis and making monthly target plans.

Reason for leaving:
Client created his own BPO.

Name of Company: **VA Moderno**
Company Address: **WFH**
Position: **Appointment setter for Primestreet**
Length of Stay: **December 2021 – January 2024**
Responsibilities:

- Data management.
- Sending leads text messages to call
- Calling leads to transfer to Real Estate agents.
- Sending updates to where their client in the home buying process.

Reason for leaving:
Contract ended.

EDUCATION:

Tertiary Level

PANPACIFIC UNIVERSITY NORTH PHILIPPINE
BACHELOR OF ART IN ENGLISH
GRADUATE
2009 – 2013

Secondary Level

SAN PEDRO HIGH SCHOOL
GRADUATED
2005 – 2009