

ALYANNA MARIE AQUINO SINSON

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PERSONAL INFORMATION

Civil Status: Single

Date of Birth: November 6, 1995

Place of Birth: Zapote, Bacoar

Gender: Female

Citizenship: Filipino

Religion: Born Again Christian (Non-Sectarian)

Height: 5`5

Name of Father: Rodel T. Sinson

Occupation: N/A

Name of Mother: Maria Teresa A. Sinson

Occupation: Housewife

PROFESSIONAL EXPERIENCES

Total of 10 Years of Working Experience as a Customer Service/Administrative Support/
Sales Associate for the BPO Industry, Financial Industry, Education Industry, and Virtual
Assistant

Virtual Assistant Experience: 3 Years

Business Process Outsourcing Industry Experience: 4 Years

Financial Industry: 3 Years

Education Industry Experience: 9 Months

QUALITIES:

To obtain a position where I can maximize my typing and verbal skills and create different
strategies for further developing sales through communication.

Strong work ethic: Setting and achieving goals.

Dependable: Consistently following through

Positive attitude: Creating a good environment and being equally resilient in the workplace.

Self-motivated: Working effectively with little direction

Team-oriented: Making the most out of collaboration, giving and receiving constructive group feedback.

A fluent English-speaking person and fluent in written communication

Flexible, willing to pick up new skills and adjust to shifting goals, Computer literate, can type from 56 to 65 WPM.

TECHNICAL SKILLS:

Experienced in customer service, PPC, influencer marketing, reports, web research.

Knowledgeable with Amazon and eBay

Knowledgeable with Google Spreadsheets, Documents, Slide, Site, Asana Understands MS Office applications – MS Word, Excel, PowerPoint, SharePoint, OneNote and OpenOffice

Can create infographics using PiktoChart, and stack rankings.

Knowledgeable with Cloud (web storage) – Dropbox, Google Drive

Knowledgeable and understands different mailing apps like Gmail, Salesforce/Desk.com, Zendesk

EMPLOYMENT HISTORY

Company Name: **MICROSOURCING, MANILA PHILIPPINES**

Position Title: Team Lead

Duration: June 2020 – February 2025

- Extracting and analyzing Reports
- Evaluating staff through coaching (weekly, monthly)
- Evaluating Performances and KPIs
- Directly reporting to client
- Submitting reports and Fund Status
- Handled 3 processes (OpsM, DXC, OpsR), with a total of 15 members

Position Title: Data Analyst

Duration: May 2019 – June 2020

Work Description/Contribution:

- Handled Castlehall (Due Diligence / Financial Advisor)
- Doing data input and analysis of the reports (Audited Financial Statement) using SQL and ERP Tools
- Assisting clients in their quarter per quarter performance
- Uploading documents for necessary reports
- Communicating to the clients via email for updates about their firm
- Managing over 130+ clients that are engaged with CH all over the world.

Company Name: **TELETECH, MANILA PHILIPPINES**

Position Title: Tier 2 consultant

Duration: May 2018- April 2019

Work Description/Contribution:

- Handled NBN MOVES (Telstra)
- Handled sales and customer service accounts.
- Assisting customers moving their services, bill disputes, tech inquiries.

Company Name: **FUTURE DIAGNOSTICS (HOME BASED)**

Position Title: Virtual Assistant / Senior Data Analyst

Duration: August 2016 – May 2018

Work Description/Contribution:

- Handled HF and Private Capital Funds
- Used excel to organize, download, analyze big data information
- Handled marketing and sales onboarding

Company Name: **VXI GLOBAL HOLDINGS, MANILA**

PHILIPPINES Position Title: Sales

Associate Duration: August 2016 – January

2017 Work Description/Contribution:

- Handled Telco AT&T UVERSE (American client) ● Handled inbound and outbound sales.
- Assisted customer in their bills and sell internet, cable services

Company Name: **EXL SERVICE, MANILA PHILIPPINES**

Position Title: Sales Associate

Duration: August 2015 – August 2016

Work Description/Contribution:

- Handled territory of Michigan, USA)
- Handled logistics, all kinds of shipments especially LTL (freight)
- outbound sales
- Handled 500 companies under Michigan.
- Cater claims and overcharges, weight and inspection, tracking and quotes.

Company Name: **TELEPERFORMANCE, PASAY MANILA PHILIPPINES**

Position Title: Customer Service Representative

Duration: April 2014 – May 2015

Work Description/Contribution:

- Handled Telecommunication, Inbound collections.

- AT&T (American client)
- Assisted customers in their bills and payment.

Company Name: **Saint Alphonsus Liguori Integrated School, Baco**

Cavite Position Title: Encoder

Duration: May 2013 – February 2014

Work Description/Contribution:

- Encodes grades.
- Transcript of Records, and name of the students for the school year
- Been a substitute teacher (if necessary).

EDUCATIONAL BACKGROUND

Qualification: Undergraduate

Field of Study: BS FORESTRY

Institute/University: University of the Philippines Los Baños, Los Baños Laguna

Covering period: 2012 - 2014

SEMINARS AND TRAININGS ATTENDED

MICROSOURCING (January 2020 – January 2023)

Intermediate Excel

Who Moved My Cheese (Positive Attitude Training)

Grammar Essentials 1 and 2 Training

Influential Leadership Seminar

Handling Difficult People and Providing Effective Feedback Training

Problem Solving and Decision-Making Seminar