

SCHERUJZ BAID

Organized and results-driven professional with experience as an Administrative Assistant, Social Media Manager, Customer Service Representative, Call Center Operations Supervisor, and Assistant Center Manager. Skilled in operations, team leadership, and digital engagement, I excel at streamlining processes, enhancing customer experiences, and managing online presence to drive brand growth.



SKILLS

- Administrative Support
- Social Media Management & Marketing
- Customer Service & Client Relations
- Team Leadership & Training
- Content Creation & Scheduling
- Call Center Operations & Performance Monitoring
- Email & Calendar Management
- Problem-Solving & Conflict Resolution
- Data Entry & Organization
- Efficient Time Management

CONTACT



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Bulua, Cagayan De Oro City,
Philippines 9000

WORK EXPERIENCE

Customer Service Representative Teleperformance PH | 2019-2020

Assists customers by answering inquiries, resolving issues, and providing product or service support, ensuring a positive experience.

Operations Supervisor Teleperformance PH | 2020-2023

Oversees agents, monitors performance, and ensures efficiency in handling customer inquiries, complaints, and support to meet service goals.

Assistant Center Manager Teleperformance PH | 2023-2023

Supports daily operations, supervises staff, and ensures customer satisfaction while assisting with administrative and performance goals.

Virtual Admin Assistant & Social Media Manager MCWEN & Geckopia | 2023-2025

Skilled in scheduling, email management, and operations while overseeing content, engagement, and brand growth. Detail-oriented, tech-savvy, and focused on efficiency.

EDUCATION

Bachelor of Science in Sociology Xavier University | 2016-2018

Explores human behavior and social structures, building research and analytical skills for careers in social work, policy, and business.