

Caitlyn Lei M. Tan
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09399103516
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Education:

Brent Hospital and Colleges Incorporated. College Graduate in BS Nursing and Midwifery April 2010

Work Experiences:

Home-based:

Sales Development Specialist

November 2022 – July 2023

Different campaigns and company

- Merchant processing

- Business bank accounts (b2b)

Sales Development Specialist / VA / Instagram Moderator / Customer Service for an

Ecommerce Company:

Combined (Upwork previous clients).

Feb 2020 – November 2024

Anonymous Marketers CEO Assistant - VA December 2017 to June 2018

Task: Search for bitcoin, SAAS company and all about cryptocurrency. Communications is via Trello. Updating google sheets.

Fobo Inc., Copycat Fragrance, Black Gadget

Customer Service Assistant for an e-commerce store (chats, email, managing social media)

March 2017 to Feb 2020

Task: Orders are processed via Shopify and Amazon. Responding to customer email via Zendesk, Hubspot Responding to chats via tawk.to. Tidio Replying to customer's inquiry, potential customers on Facebook pages. Tracking using 17net, aliexpress, SF express, Cjpacket, royal mail.

Appointment Setter:

Accounts: Solar Debt Help Debt Consolidation Home reliance services - air con, gas range Task:

Outbound calls to set appointment for interested customers about the specific account. Data entry: Project base research, search for author's email addresses and phone numbers.

March 2018 to May 2018

Office Based:

JP Morgan Chase Fraud Specialist

August 2017 –Feb 2020

Taking in inbound calls for Fraud account – making sure customer's debit cards are not being

compromise.

Convergys Phil.

Customer Support Professional I SME support Program Support Analyst

April 2013 – August 2017

Task: Taking supervisor calls for Sprint inbound account. Sending emails. Doing the reports for DSAT calls.

Direct Access Corporation

Voice / Non – voice Trainer in Charge/Team Leader

August 2011 – May 2012

Task: Team Leader - Non-voice sales account; Home security systems.

Zylun Staffing Voice / Non voice Support Representative

February 2011 – August 2011

Task: Non-voice sales account; Home security systems.

Cebu Global Teleservices Incorporated, Customer Service Representative / Sales - up selling

July 2010-February 2011

Task: Upselling account for dietary supplements. Customers calling in to cancel and we are trying to save the sale.

Character References:

Wilfred Andreus Diaz

Team Manager, Convergys Corporation

09326783343

Liezl Alo-Paray

Team Manager, Convergys Corporation

09063741101

Kristine Ann Flores Team Manager, Convergys Corporation

0906374101