



CONTACT ME

+63 9391625721

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207 E Sabellano St Pardo
Cebu City 6000

EDUCATION

**MA in Education Major in Science Education
(Complete Academic Record)**

Cebu Normal University

2016- 2018

**Bachelor of Secondary Education Major in
Biological Sciences (Cum Laude)**

Cebu Normal University

2005- 2009

CERTIFICATIONS

- Six Sigma Greenbelt
(Keisen Center International) May 2016
- Licensed Professional Teacher
(October 2009)

SCHOLARSHIPS

- DOST (Department of Science and Technology) Scholar
- YMA (Young Minds Academy) Scholar
- SACMI (Share A Child Movement Incorporated) Scholar

Bryan C. Modina

WORK EXPERIENCE

Virtual Executive Assistant to a Medical Director

2023-March 2025

- Provides support to his businesses (Saas, VA Agency and Wellness)
- Communicate with the patients for any issues with the program.
- Create invoices for the Doctors, Virtual Assistants and others
- Social Media Management and Graphic Design.
- Video Editing
- Create Learning Materials and other infographics

Tools: Go High Level, Shopify, Odoo, EHR

Virtual Assistant (E-commerce CSR)- part time

2021-Mach 2025

- Assist customers with their questions related to the products and shipments.
- Communicate with the team members regarding replacements concerns, logistics and supplies
- Process refunds, creating invoice, admin tasks and marketing campaigns, Affiliate Programs and Chargeback Disputes

Tools: Shopify, Gorgias, Canva, Veed.io, LinkedIn

EXL Service Philippines

Senior Executive Trainer- Process

2022-2023

- Leading, Controlling and Coaching Training batches (both ways- in person and virtually if required) for Process related to Auto- Property Claims. Support the team by performing floor troubleshooting to ensure all relevant queries are tracked and answered appropriately. Identify gaps between internal process and customers' expectations to help business produce the desired outcome.

Qualfon Philippines Incorporated

2009- 2022

Operation Supervisor- Telco and Dog Walking Services

- Responsible for the day-to-day supervision of a group of call center associates including work and attendance monitoring in accordance with organization policy and applicable requirements. Coach direct reports on their performance on a regular basis to ensure performance metrics are achieved. Communicate expectations to employees and provide timely updates

Specialty Trainer/ Training Auditor

- Coordinates with the Account Training Managers and Immediate Training Supervisors across all centers in establishing suitable training outlines for training needs and materials among the partner centers Identifies problem or need of the trainees and the training program and seeks solutions to improve learning and overall performance. Participates during program evaluation. Compiles training reports in a real time manner.

New Hire Trainer

- Train new hires or existing employees in a class-room based set-up on Contact center work and basics for a US TelCo Account. Support the team by performing floor trouble shooting to ensure all relevant queries are tracked and answered appropriately. Periodic knowledge calibration with client and internal functions

Nesting Mentor

- Act as Subject Matter Expert and addressed all the Nesting Agents Inquiries and Clarifications.

Customer Service Representative

REFERENCES

Christine Ramirez

Team Manager

09615777450

Cognizant Technology Solutions

Joseph Daruca

Operations Director

09478932567

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