



CRIST VERMONT SAMSON

Virtual Assistant, Team Leader,
Customer Sales and Services

About Me

Customer Service Representative
Subject Matter Expert
Team Leader
Virtual Assistant



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Via Verde Trece Martires City
Cvite

LANGUAGE

- English

EXPERTISE

- Management Skills
- Negotiation
- Critical Thinking
- Leadership

EDUCATION

Datamex Computer College
Associate in Computer Science

EXPERIENCES

SalesKiwiSalesKiwi
Team Leader
May 20, 2022 – June 21, 2023

Job Description: Coaching, Reporting, Meetings with Clients and Trainings of Virtual Assistant in my team to make sure that I am also calibrated with the product that the VA's are handling

Telstra International Philippines Incorporated
February 11, 2019 – April 15, 2022
Position: Sales Support

Job Description: Answers messages, and live chat inquiries from customers to support them with their billing, technical, and sales inquiries.

In-Team Subject Matter Expert Engagement
Team Member

Achievements/Recognitions: Consistent part of the Top Performers Club from Fiscal Year 2020-2021 Top

Seller's Club Performer in 2020 and has been the Team's POC for almost a year Recently awarded with Spectrum Role Model of the year

Full Potential Solutions
November, 2017 to June 2018

Position: B2B Sales Executive

Job Description: Outbound calls to US business owners to sell VOIP and appointment setting for ecommerce

Grab Mxtaxi Ph
August 22, 2016, to October 15, 2017
Position: Customer Experience Senior Associate

Answered customers' complaints drivers, passengers, operators, TNVS POC via email support Cascaded all the necessary updates to the Customer Experience Team Voice support: Answered phone calls from passengers, drivers and operators.

TPG Telecoms

**February 25, 2015 – November 30,
2015**

**Position: Sales Staff Inbound
Customer sales support**

Job Description: Answered phone calls where customers are inquiring about the products and closing sales.

Teletech June 2011 – January 2015

**Position: Inbound Sales and Billing
Specialist**

Job Description: Handled Home bundle and mobile plans from Australian customers and provided solutions including sales.

I was a team POC for a year and handled supervisor calls, team performance, and coaching. I was a Team Lead development program graduate. Educational Attainment: Associate in Computer Science Datamex Computer College 1998 – 2000 Skills: Multitasking skills: Handling live chat and messaging, I developed the skill to switch tasks to another task. I'm able to manage customers in 3 to 5 concurrencies. Coaching: Being a Team Leader Development Program Graduate from the previous company, I was given the task to handle a team from training to being endorsed to their respective team in nesting. I coached agents to develop their abilities from product knowledge and willingness to execute the job. Life Empowerment Seminar Graduate in 2020: The ability to manage the human will and skill by developing the core of the by knowing the ability to manage to make good decisions based on the being, to do the having. Soft Skills: Using the PC and applications with the basic knowledge of troubleshooting and the ability to use MS Office Applications I also joined the Philippine Delegate at the South East Asian Games held in the Philippines in 2019 as a venue coordinator for Spectator Services. As a venue coordinator, I managed 26 venue managers, venue team leaders, and other support leaders. I foresee that the operation during game time is safe for the spectators and report to the head of Spectator Services.