## Angelo

Angelo.331138@2freemail.com

Availability: **Immediately after signing the contract**

**Objective**

A career that will further enhance my knowledge and skills in any field

**Summary of Qualifications and Skills**

* Bachelor of Arts in Psychology
* With experience in Sales & Retail Banking
* With experience in Communications Company in Retail Department
* With a general knowledge in Human Development
* Excellent in Research & Statistics
* Reliable & responsible, has the ability to prioritize and manage tasks and responsibilities
* Has a passion in numbers & problem solving
* Has the ability to work with minimal supervision.
* Advance Computer Skill in Microsoft Office (Excel, Word, PowerPoint)
* Advance Computer Skill in Online Advertising
* Advance Computer Skill in Data and Network Encryption
* Good verbal & written language in English & Filipino

**Work Experiences**

**Customer Service Associate (April 2016 – Dec 2016)**

CONVERGYS

Cebu City, Phillipines

**Company brief description:** Biggest Call Center in Philippines.

**Duties & Responsibilities:**

* Address all clients/non-clients queries
* Fix all the problems of clients & non-clients
* Provide walkthrough to clients who have technical difficulty in navigating our website, app and etc.
* Warm transfer the clients to the authorize personnel if the issue is not within our department like credit cards, dispute, fraud & etc.
* Educate the client for self-help options
* Offer client more services that is suitable for their lifestyle
* Update their personal & account information if necessary
* Value clients & non-clients at all times

**CSR/TSR/Sales (Sept 2015 – April 2016)**

SYKES

Cebu City, Philippines

**Company brief description:** One of the biggest Call Centers in Philippines.

**Duties & Responsibilities:**

* Address all clients/non-clients queries
* Fix all the problems of clients & non-clients
* Provide walkthrough to clients who have technical difficulty in navigating our website, app and etc.
* Warm transfer the clients to the authorize personnel if the issue is not within our department like credit cards, dispute, fraud & etc.
* Educate the client for self-help options
* Offer client more services that is suitable for their lifestyle
* Update their personal & account information if necessary
* Value clients & non-clients at all times

**Collections Officer (November 2014 – Sept 2015)**

GENPACT

Metro Manila, Philippines

**Company brief description:** A fast growing Call Center Company in Philippines.

**Duties & Responsibilities:**

* Address all clients/non-clients queries
* Fix all the problems of clients & non-clients
* Warm transfer the clients to the authorize personnel if the issue is not within our department like credit cards, dispute, fraud & etc.
* Collect their minimum monthly due
* Educate the client for self-help options
* Offer client more services that is suitable for their lifestyle
* Update their personal & account information if necessary
* Value clients & non-clients at all times

**Sales Manager (April 2014 - Oct 2014)**

CDC Holdings Inc.

24/f 139 Corporate Center,

Valero St., Salcedo Village, Makati City

**Company brief description:** One of the biggest developers in Philippines.

**Duties & Responsibilities:**

* Recruit key account executives
* Assist key account executives
* Saturation, manning, online advertisements and networking.
* Interview clients to determine what kind of properties they are seeking
* Provide Assistance and taking clients to the developed properties.
* Educate clients about the essence of properties as well as the numbers attach to it.

**Property Consultant (Nov 2013 – April 2014)**

Eastwood Property Holdings Incorporated (MEGAWORLD)

C5 Road, Quezon City, Philippines

**Company brief description:** One of the biggest developers in Philippines.

**Duties & Responsibilities:**

* Saturation, manning, online advertisements and networking.
* Interview clients to determine what kind of properties they are seeking
* Provide Assistance and taking clients to the developed properties.
* Educate clients about the essence of properties as well as the numbers attach to it.

**Educational Attainment**

College **Cebu Doctors’ University**

Larrazabal St., Mandaue City, Philippines

 **Bachelor of Arts in Psychology**

October 2010 – March 2013

**University of Cebu**

Colon St., Cebu City, Philippines

**Bachelor of Arts in Psychology**

June 2013 – Oct. 2013

**Certificates & Licenses**

CSC – Professional

Licensed Real Estate Salesperson in PRC & HLURB

**References**

Available Upon Request

*I hereby certify that the information given herein is correct and true to the best of my knowledge.*