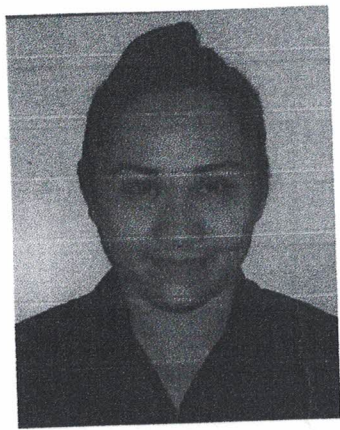


5/6/19

1:15 am
OM

CSR
my nimo
any
night shift

Ferbandoz
M.V.



"SHYNE" CANE

reference
TT

Phase 1, Block 12, Lot 3 Villa Leyson
Bacayan, Cebu 6000 Philippines
Mobile Number: 09326057555
E-mail: rockstar.cane@gmail.com
Skype: shyne.cane

33
98
sth

OBJECTIVE:

To work in a company that will enhance the skills I already have as well as provide the opportunity for personal and professional growth and advancement opportunities.

max 20,2019

SKILLS:

Has handled social media account; also do admin works like data entry, email marketing do research, lead generation and do payroll using basic google spreadsheet.
was able to use get response, onpage, for sending bulk emails and autoresponders.
has used wordpress on building sites, amazon, ebay, aliexpress, dropified and shopify.
Experience in customer service - phone, email and chat support.

PERSONAL INFORMATION:

Citizenship: Filipino

Dialect Spoken: English, Tagalog

Sex: Female

Civil Status: Married, 3 dependents

H: @broad
Sales Agent

Place of Birth: Cebu

Weight: 65 Kilos 34 y.o 13
10

Birth Date: 24th of January 1985

Height: 5'2 Ft 7

PROFESSIONAL STRENGTH:

- Hard working and goal oriented.
- Provides excellent quality customer service and technical.
- Capable of working under pressure in a fast paced environment and setting clear goal.
- Excellent phone presentation and call handling skills.
- Multi-tasking capability. Result oriented.
- Capable in meeting tight deadlines.
- Intermediate computer knowledge.
- Has high attendance level

ES: 18-19k all in

DA: anytime

CS: 5-5

iPlay
- has non-voice

WORK EXPERIENCE:

January 2017 - March 2019 (HOMEBASE)

Virtual Assistant - Mad4Ads PTY LTD

until now

8hrs - 12 hrs. /day

still want to continue working here

- Process daily orders. Cancellation, Add tracking number to Shopify platform.
- Check and answer chat and message from customers.
- Post photos, videos, article or any related to the store's facebook official page.
- Do weekly and monthly audit and cancel the duplicate orders if there are any.

BP: 24k /month

right now : working 1-2 hrs.
earns 1,500 - 2,000 K weekly

November 2014 - February 2015 (HOMEBASE)

Email Marketing - Mad4Ads PTY LTD

sales not good, stopped

- Send email marketing campaigns to promote products or services.
- Ensure messages are sent in proper form and template.
- Proofread emails for clarity, grammar, and spelling and review messages for brevity.
- Send messages to those who have opted in for messages.
- Create domains and setting up domains and create domains for amazon online store.

December 2013 - April 2014 (HOMEBASE)

Data Entry - The Office Pal

Contractual

BP: forgot / not good

- Compile Printers, toners and inks to excel sheet. , Other task includes encoding
- Add short descriptions of each item, check price list, add clear images on each item.

July 2013 - November 2013 (HOMEBASE)

Chat Support - Live Chat Media

4ms.

\$1 /hour

6hrs. /day

- Making sure to answer all inquiries from chat.
- Do daily report, making posters and directory ads.

RFL: low salary / more tasks.

February 2013 - August 2013 (HOMEBASE)

Virtual Assistant - Topcashforphones / superior wireless (buy and sell online store)

5K /month 6hrs. /day

- Post craigslist ads and do advertising.
- Post pre-written article on website
- Answer incoming chats and calls from craigslist ads.

RFL: ~~low~~ electric shortage

February 2013 - May 2013 (HOMEBASE)

Customer Support - Global live-tv.com

2 ms.

RFL: fired

BP: 10K /monthly

4hrs. /day

- Answer incoming call from customers regarding inquiries about the product and some technical issues.

January 2013 - February 2013 (HOMEBASE)

Data Research / Email handling (Lead generation) - Elite Consulting

didn't pass

BP: forgot

- Search for at least 300 email and website depends on its category and send pre-written letters to the email address that was collected.

-were not able to accomplish tasks
RFL:

August 31, 2012 – December 28, 2012 (HOMEBASE)

RFL: Contractual 4ms. 8k/weekly

Customer service (email support) - Amazon.com / babyhaven.com + Company name

- Answering emails from customer about product inquiry, cancellation, returns and refund, defective and missing items and tracking packages.

May 2012 – July 2012 (HOMEBASE)

2ms - Contractual

Customer service (email support) - Ebay .au / Fitness and Gym 15k all in

- Answering inquiries, handling help desk tickets, Reply to initial inquiries on tracking details
- Forwarding tickets to who handles such issues(I.e Payments, complaints)

August 2010 to February 2012 (HOMEBASE)

Call center Agent - Outbounders.com <http://outbounders.com>

- work as Set appointment, telemarketer, generate leads and personal assistant

RFL: find diff. - looking for non-voice

- Work for different clients with different campaigns. 12k/month - 15k all in
- Capable in meeting tight deadlines, Maintains sales quota, Productivity.

February 2010 – November 2010 (HOMEBASE)

less than a year, work for 2 hrs./day

Virtual Assistant - Rainbowtech NY. – home base (part-time) <http://gorainbowtech.com/content/our-team> 12k/week

- Check and review what our team has been posting on the content. send emails RFL: if campaign is closed.
- Post also some drink recipes and others that are related to drinks. ADS - payroll
- Do initial interviews and check qualifications on the applicant's CV. Post for a possible job hiring.

June 2010 – October 2010 OFFICE BASE

less than 6mo.

5k/month

Inbound-outbound sales - E-world Communication International, Inc - Ozamis City

night shift

- Handle 2 accounts for inbound sales and outbound. restaurants
- Good listening and comprehension skills barber shops call for placing candy machines

May 19 2008 - April 20 2009

11 ms. AT&T

Technical Support Representative - Sykes Asia – Mabolo Cebu City

RFL: husband got job offer & take care of the kids

- Answers Inbound calls, Handles our client's customer's Technical issue, We were specifically trained for internet connection troubleshooting, and if necessary create a trouble ticket for on-site technician.
- Ability to deal with irate customer. - Good listening and comprehension skills 12k basic
- Ability to solve Internet problems. - Maintains excellent QA score. 12k all in
- Maintains a Balance scorecard which includes; Productivity, Average Handling Time, Member Satisfactory Index / TACRIFT (Customer Survey).

Oct 15 2007 – Feb 15, 2008

4ms. trackphone & net 10

13k all in

Technical support/Customer service Representative - Qualfon – Cebu City

- Answers Inbound calls, making sure that our client's customer's needs/concern will be taken care of, be given a resolution that is both satisfactory to our client and their customers.
- Handles Activation/Reactivation of mobile phones, changing of mobile numbers, creating of new Accounts, Checking of Account Status, Up-selling, Basic technical troubleshooting.
- Able to follow call flow and provide call summary to customers

RFL: almost getting birth

TRAINING:

Proficient in English and communications skills, Call handling, sales / telemarketing and American Geography
Call Center Academy - Gen Maxilum Ave. Mango Cebu City Aug 28 – Sept 28, 2007

EDUCATION:

- College : 2002 - 2005
University Of Cebu Banilad Cebu City
Course : BS Information Management 7 yrs. got married
- High School : 1998 - 2002
Cebu Cherish School
Don Julio Llorente St, Cebu City
- Elementary : 1992 - 1998
Cebu Cherish School
Don Julio Llorente St, Cebu City

REFERENCE:

- Julie Rose Quaren / CSR
Eperformax
Manila
Mobile No.: 09265618342
- Jeff Morgan (CEO)
Mad4ads
Australia
Mobile No.: 61398793907
- Marivic Abueva / Virtual Assistant
Co-Worker
Cebu City
Mobile No.: 09185503837
- Aleson Flor / IT
Pari-an
Cebu City
Mobile No.: 03917-718-7888
- Rhea Joy Arong/ CSR
Teletech
Cebu City
Mobile No.: 09325183339
- Ma. Rosario A. Yap
Department – E and I provider services
Cebu City
Mobile No.: 09774176860

“The achievements of an organization are the result of the combined effort of each individual”