



MARK

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

SOCIAL MEDIA MANAGER

Freelance | Aug 14, 2024 - Apr 30, 2025 (8 Months)

OPERATIONS TEAM LEADER

TaskUs Philippines | Sept 29, 2020 - Jan 30, 2025 (4 Years, 4 Months)

OPERATIONS TEAM LEADER

24-7 Intouch Philippines | Jun 2019 - Sept 15, 2020 (1 Year, 3 Months)

EMAIL SPECIALIST

Concentrix Philippines | Oct 2018 - May 2019 (7 Months)

OPERATIONS CSR II / TEAM LEAD (MULTIPLE ROLES)

Telus International Philippines | May 2014 - Feb 2018 (3 Years, 9 Months)

BARISTA/SHIFT SUPERVISOR

Rustan Coffee Corporation | Sept 2011 - May 2014 (2 Years, 8 Months)

DINING STAFF

Dencio's Bar and Grill | Sept 2010 - Aug 2011 (11 Months)

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Technical Support
- Sales
- Retention
- Appointment Setting
- Social Media Management
- Content Creation
- Engagement Management
- Community Management
- Business Reporting
- Social Media Scheduling
- Graphic Design
- Video Editing

TECHNOLOGY

- Microsoft 365
- Canva
- DaVinci Resolve
- CapCut
- ClickUp
- Salesforce
- Dropbox
- Google Suite

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