



WORK EXPERIENCE

CUSTOMER SERVICE SPECIALIST

Homeaglow | Jan 2025 - July 2025 (6 Months)

- Delivered high-quality customer support via calls and emails, resolving up to 95% of inquiries on first contact while collaborating with the team to improve retention processes and reduce cancellations.

FIELD VALIDATION ENGINEER

Department of Agrarian Reform (SPLIT Project funded by World Bank) | Oct 2021 - Mar 2024 (2 years, 5 months)

- Validated CCLOA titles and 100 hectares/month of land coverage against approved survey plans, assisted in relocation surveys by creating AutoCAD and QGIS land occupation maps, and drafted legal documents (affidavits, SPAs, land agreements) in coordination with Legal Officers to ensure compliance and accuracy.

ONLINE MAP ANALYST

Telus | Jul 2021 - Nov 2021 (4 months)

- Analyzed geospatial data using Google Maps, ensuring technical accuracy and collaborating on mapping projects to enhance data visualization and interpretation.

CUSTOMER SERVICE ASSOCIATE

Teleperformance (BELL Mobility) | Feb 2017 - Jan 2018 (1 year, 1 month)

- Delivered billing, sales, technical, and chat support to Canadian customers, achieving nationwide top performer status (BM All Stars) within 3 months.

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Technical Support
- Billing Sales
- Retention
- Lead Generation
- Appointment setting
- Cold Calling
- Data Entry
- Lead Verification

TECHNOLOGY

- Hubspot
- GHL
- Salesforce
- GS
- MSO
- Slack
- notion
- Dialpad
- Vicidial
- Avaya
- Canva

CERTIFICATIONS

- Understanding Big Data and GPT Master Class by Kellogg/HKUST EMBA.
- Effective Leadership Skills Certificate by Openacademy.
- Certificate Top performer ALL STARS by Teleperformance (BELL).
- Certificate of Completion for Virtual Assistant Training Program with Elevation Global Solutions.

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