



ROOSEVELT

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

DATA PROCESSOR/DATA ENTRY VIRTUAL ASSISTANT

Astra Applications | December 2024 – Present

- Performs accurate data entry, data scrubbing, and clean-up in Personify CRM while responding promptly to data requests and maintaining high standards of data integrity for member-based organizations

PROJECT MANAGER-TELECOM SERVICE DELIVERY

Sutherland Philippines | April 2017 – July 2024 (7 Years, 4 Months)

- Led end-to-end delivery of number porting, provisioning, disconnection, and service activation projects for a major SD-WAN provider, coordinating with internal teams and carriers to resolve issues, manage LOAs/CSRs, maintain Salesforce records, meet SLAs, and deliver projects on time and within budget

DIRECT SALES MANAGER/SALES SUPPORT MANAGER

Sutherland Philippines | April 2011 – April 2017 (6 Years)

- Supported enterprise sales teams by resolving billing, order, and repair issues; reviewed and processed orders, invoices, credits, and disconnects; collaborated cross-functionally to support sales operations and upsell value-added services

TECHNICAL SUPPORT SPECIALIST

Teleperformance Philippines | March 2010 – April 2011 (1 Year, 2 Months)

- Provided inbound technical support for ADSL, Wi-Fi, and cable services, diagnosing and resolving connectivity, email, and broadband issues for residential and business users

LEVEL 2 TECHNICAL SUPPORT SPECIALIST

TELUS International Philippines | December 2008 – January 2010 (1 Year, 2 Months)

- Served as escalation support for complex internet service issues, utilized remote tools to resolve cases, and assisted Level 1 agents to ensure timely and effective resolutions

SKILLS/AREAS OF EXPERTISE

- Project Management
- Service Delivery & Operations Management
- Telecom Project Management (Porting, Provisioning, Activations)
- Product & Order Management
- SLA & Compliance Management
- Client Communication & Stakeholder Coordination
- Sales Support & Revenue Operations
- Technical Support & Troubleshooting (L1-L2)
- Customer Service & Escalation Handling
- CRM & Data Management
- Documentation, Reporting & Process Tracking
- Audio & Video Transcription Support
- Data Processing & Quality Assurance

TECHNOLOGY

- Personify CRM
- Salesforce
- Jira
- Azure DevOps
- Monday.com
- Asana
- Trello
- Zendesk
- Microsoft Office 365
- Google Workspace
- SD-WAN Platforms
- LogMeIn
- JISA

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