



WORK EXPERIENCE

SOCIAL MEDIA MANAGER

Freelance/Independent Contractor-WFH | June 2024 - Present (1 Year)

- Develops and executes comprehensive social media strategies to enhance brand presence across platforms, increasing follower growth and engagement.

PUBLISHING AND MARKETING CONSULTANT

Skyhorn Entertainment | November 2023 - February 2024 (3 Months)

- Worked with authors to explain how Authors Press could assist with their publishing needs.

TECHNICIAN DISPATCHER

Contact Source Solutions | March 2021 - November 2023 (2 Years, 8 Months)

- Managed incoming customer calls, created dispatch tickets, and organized service teams while maintaining customer files and processing invoicing and purchase orders.

PUBLISHING AND MARKETING CONSULTANT

GBR Writersweb, Inc. | August 2020 - July 2021 (1 Year)

- Collaborated with authors to guide them through the publishing services offered by Authors Press.

APPOINTMENT SETTER

Medspecialized | December 2017 - March 2019 (1 Year, 3 Months)

- Assisted in scheduling meetings for closers by qualifying prospects and setting appointments.

HEALTHCARE SPECIALIST

UnitedHealthcare Group - Optum | November 2014 - May 2017 (2 Years, 6 Months)

- Described benefits and coverage associated with healthcare plans and explained exclusions and non-covered treatment options.

PUBLISHING CONSULTANT

Author Solutions, Inc. | May 2014 - September 2014 (4 Months)

- Worked with authors to explain publishing services offered by Xlibris.

TELEPHONE BANKER

Teleperformance Phils, Inc. | July 2011 - May 2014 (2 Years, 10 Months)

- Provided outstanding customer experience and resolution by analyzing and investigating clients' accounts.

SALES REPRESENTATIVE

Premier Mentoring Asia | March 2010 - April 2011 (1 Year, 1 Month)

- Cold-called prospective clients to sell products or solicit donations and answered incoming calls to provide product information.

MARKET RESEARCHER

Western WATTS, Phils. | April 2007 - July 2009 (2 Years, 3 Months)

- Conducted market research interviews by phone, including surveys and opinion polls.

SKILLS/AREAS OF EXPERTISE

- Publishing and Marketing Consultancy
- Social Media Management
- Customer Service Representative (CSR)
- Appointment Setting
- Healthcare

TECHNOLOGY

- Facebook
- Canva
- Google Workspace
- Microsoft Office
- Dialer Tools
- Meta Business Suite

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