



RUBY

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WORK EXPERIENCE

BROADBAND TECHNICAL SUPPORT/COLLECTIONS REPRESENTATIVE

AT&T/DIRECTV | 2025 - Present

- Provides broadband technical support and manages DIRECTV collections, resolving service issues, handling billing concerns, and ensuring customer satisfaction through effective communication and problem resolution

TECHNICAL SUPPORT/SALES/COLLECTIONS REPRESENTATIVE

Asurion | 2024

- Delivered technical troubleshooting and customer assistance while supporting sales and collections functions to meet service and revenue targets

TECHNICAL SUPPORT/SALES/COLLECTIONS REPRESENTATIVE

Sutherland Global Services | 2024

- Handled customer inquiries across technical support, sales, and collections, maintaining service quality and adherence to performance metrics

FINANCE & ACCOUNTING STAFF (BANK RECONCILIATION)

Philippine Air Force | 2018 - 2023 (5 Years)

- Prepared bank reconciliations, cash flow statements, and financial reports, ensuring accuracy, compliance, and proper financial documentation for government operations

SALES/LEAD GENERATION/COLLECTIONS REPRESENTATIVE

Leadhustler, Clark | 2015 - 2016 (1 Year)

- Performed outbound sales and lead generation while managing collections activities to support client acquisition and revenue goals

SALES/COLLECTIONS/TECHNICAL SUPPORT REPRESENTATIVE

Cyber City Teleservices | 2001 - 2003 (2 Years)

- Supported customers through sales, collections, and technical support channels, developing strong communication and multitasking capabilities in a BPO environment

SKILLS/AREAS OF EXPERTISE

- Technical Support
- Customer Service
- Sales
- Collections
- Lead Generation
- Appointment Setting
- Cold Calling
- Email Management
- Calendar Management
- Customer Retention
- Escalation Handling
- Financial Reporting
- Bank Reconciliation
- Cash Flow Monitoring

TECHNOLOGY

- GoDaddy
- Asurion
- Avaya
- Vicidial
- Cisco
- RingCentral
- Zendesk
- HubSpot
- Asana
- Monday.com
- ClickUp
- Microsoft Office 365
- Google Workspace

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