



JOMEL

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

VIRTUAL ASSISTANT (COLD CALLING)

Remote | September 2025 – November 2025 (3 Months)

- Conducted outbound cold calls to prospective clients, scheduled appointments and follow-ups, followed communication scripts and compliance guidelines, and achieved daily, weekly, and monthly call and lead generation targets.

TEAM LEADER

Globe Telecom – Taguig, Philippines | January 1, 2016 – December 31, 2023 (8 Years)

- Led enterprise case monitoring and escalation management, handled supervisor and VVIP complaint calls, coordinated with technical teams for network issues and provisioning, delivered daily and monthly KPIs, coached engineers, conducted QA audits, developed complaint and outage endorsement processes, and managed day-to-day team operations and training.

ENGINEER

Globe Telecom – Taguig, Philippines | October 5, 2005 – December 31, 2015 (10 Years, 3 Months)

- Managed escalated prepaid and postpaid network complaints, performed manual provisioning of subscriber services, collaborated in network transformation initiatives, generated and analyzed weekly reports on service degradation, and coordinated endorsements with technical teams for issue resolution.

SKILLS/AREAS OF EXPERTISE

- Business Communication
- Client Coordination
- Team Management
- Performance Monitoring
- Cold Calling
- Appointment Setting
- Quality Assurance
- Training & Development

TECHNOLOGY

- Salesforce
- Zoom
- Google Workspace
- Microsoft Office
- Canva
- Capcut
- ChatGPT

[CLICK HERE TO
VIEW MORE CANDIDATES](#)



[Click here to:
BOOK AN INTERVIEW](#)