

More than 9 years of experience working in Contact Centers, IT Company & Real Estate Industry. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement. Proven ability to provide excellent social media marketing, customer service and IT support in busy environments.



WORK EXPERIENCE

Operations Support

[REDACTED]
05/2016 - 04/2018, [REDACTED]
BPO Company
Responsibility/Tasks
• Sales Agent, Retention Specialist, Customer Support & IT Troubleshooting.

Social Media Specialist

[REDACTED]
10/2018 - 03/2023, [REDACTED]
BPO Company
Responsibility/Tasks
• Expert in Social Media Strategy, Customer Experience & Technical Support.

Customer Configuration Specialist

[REDACTED]
04/2023 - 09/2024, [REDACTED]
IT Company
Responsibility/Tasks
• Creating floor plans, and configuring the Back Office. Connecting and configuring hardware, including printers, iPads, Payment Terminals, Kitchen Display Systems, Importing and Exporting huge amount of data.

Social Media Marketing Specialist

[REDACTED]
10/2024 - 04/2025, [REDACTED]
Real Estate Company
Responsibility/Tasks
• Managed social media marketing campaigns to drive engagement and increase brand visibility. Making changes to existing data figures in digital databases.

EDUCATION

[REDACTED]
03/2003 - 03/2009, [REDACTED]
[REDACTED]
03/2009 - 03/2013, [REDACTED]
[REDACTED]
03/2013 - 03/2015, [REDACTED]
Course
• 2 years associated in Information Technology

SKILLS

CommunicationDecision-makingResilience

VersatilityComputerTime management

OBJECTIVES

A highly organized and hard-working individual looking for a responsible position to gain practical experience. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

ACHIEVEMENTS

Top Support Professional in [REDACTED] (12/2017)
Top Social Media Specialist in [REDACTED] (11/2021)

CERTIFICATES

Harvard Online: CS50's Understanding Technology

Verified Certificate Credential ID
Issued June 7, 2024 [REDACTED]

EF SET English: 69/100 (C1 Advanced)
Awarded on Credential URL
September 26, 2024 [REDACTED]

LANGUAGES

Filipino English
Native or Bilingual Proficiency Professional Working Proficiency

INTERESTS

Video EditingBoard GamesSocial Media

Online CoursesArtMotivational Books

I hereby authorized that the above information is true and correct.

CLAIRE [REDACTED]