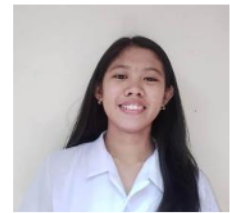


RACHEL G. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



OBJECTIVE

- To pursue opportunities that will allow me to grow professionally and personally. Aim to use knowledge of computer skills and technical skills in qualitative and quantitative data analysis.

EDUCATION

School/University	Honors Received	Year Graduated
[REDACTED] Bachelor of Science in Medical Technology (Tertiary)		2022 - 2023
[REDACTED] Bachelor of Science in Medical Technology (Tertiary)		2020 - 2022
[REDACTED] Institute – GAS (Tertiary)	With Honor	2018 - 2019
[REDACTED] [REDACTED] (Tertiary)	First Honorable Mention Best Student Teacher of the Year	2017 - 2018

ORGANIZATIONS

Organization	Position	Year
Supreme Student Council (SSC)	Vice President	2018-2019
Campus Integrity Crusader	President	2015-2017
Araling Panlipunan Organization	President	2016-2017
Filipino Organization	Editor in Chief	2016-2017
Science Organization	Public Information Officer	2014-2015
Guidance Leader Peer Council	Secretary	2014-2015

WORK EXPERIENCE

Work/Company	Job Description	Year
██████████	<p>Worked full-time as Bell Canada Customer Representative in Technical Support Department</p> <p>Assists two customers at the same time through live chat</p> <p>Handle sales</p> <p>Appointment Setter</p> <p>Outbound Caller</p>	2020-2023
██████████	<p>Worked contract as Technical Support Engineer</p> <p>Assists three customers at the same time through live chat</p> <p>Email Support</p> <p>Handle all questions and issues of clients' subscribers/customers through email, chat and phone, on products and services, and installation of software applications on customers' accounts</p> <p>Troubleshoot client's customer's problems and resolve them in a courteous, professional and prompt manner</p> <p>Reach the daily/weekly/monthly goals set</p>	2023
██████████	<p>Worked freelance as a Food Trader</p> <p>Taking care of customer/supplier portfolio by maintaining constant contact both by phone and email/Skype</p> <p>Establishing fruitful and long-term working relationships with customers/suppliers</p> <p>Analyzing the market and understanding customer/supplier needs</p> <p>Negotiating prices and terms by being a liaison between customers/suppliers, Logistics and Management</p> <p>Sales</p> <p>Data Entry</p> <p>Cold Caller</p>	2023-2024

██████████	<p>Worked contract as SSENSE English Customer Service Representative</p> <p>Provide exceptional service to an upscale international clientele via email and telephone</p> <p>Offer assistance and solutions that will result in increased customer satisfaction</p> <p>Understand the customer's situation and provide the best possible resolution</p> <p>Perform ad hoc duties as needed</p>	2024
██████████	<p>Create lead funnels and integrate various systems (CRM, email, social media) for smooth data flow</p> <p>Schedule posts for platforms like Facebook and Instagram</p> <p>Design visual content, such as images, PDFs, and course materials</p> <p>Develop, test, and schedule email campaigns to engage and nurture leads</p> <p>Enhance websites and landing pages for better user experience and conversion rates</p> <p>Manage booking calendars and coordinate meetings</p> <p>Oversee client interactions via email, social media, and communication tools like Intercom</p> <p>Handle data entry, file organization, and CRM database management</p> <p>Organize and respond to emails efficiently</p>	2024

SEMINARS ATTENDED

Seminar Title & Theme	Date & Venue
Leadership and Management Seminar	2019 ████████████████████
ASEAN Summit	2017 ████████████████████
Campus Integrity Crusader Leadership	2017 ████████████████████
Student Leadership & Development Program "Empowering student-leaders in Nation-Building and Zest for Opportunities"	December 16-17, 2016 March 4, 8, 11, 14, 17, 2017 ████████████████████

SKILLS

- Customer oriented technical support with a strong history of leading high-performance team to meet or exceed objectives.
- Dedicated and hardworking customer representative that aims to provide excellency in serving the customer.
- Basic knowledge in Microsoft Office tools & Google Workspace tools
- Advanced English Oral & Written Communication Skills
- Skilled multi-tasker
- Critical thinking & problem solving

CHARACTER REFERENCES

████	██████████	██████████████
██████████████	██████████ ██████████	██████████
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