

ANDREW JAMES D. [REDACTED]



Educational Background:

Tertiary: [REDACTED]

Business Administration Major in Operation Management (Undergrad)

Kalibo, Aklan 2010 – 2015

Secondary: [REDACTED]

Old Buswan, Kalibo, Aklan 2006-

2010

Primary: [REDACTED]

Poblacion Banga, Aklan

1999-2006

Skills:

- Computer Literate
- Inbound Call Specialist
- LinkedIn Outreach Specialist
- Lead generation Specialist
- Email Marketing Specialist
- Cold Caller Specialist

Work Experience:

Business Development Manager

- Data Analyst - Gathering data from various sources, ensuring its accuracy, and cleaning or formatting it for analysis.
- Data Entry Specialist - Entering data accurately and efficiently into the designated software or database system. This can involve typing, copying and pasting
- Email Outreach - Sends emails to generate leads, promote an event, build partnerships, or seek collaborations
- LinkedIn Outreach - helps identify and define the target audience based on specific criteria, such as industry, job title, location, or company size September 2022 – March 2023

[REDACTED]
300 Clay St, CA 94111, United States

Customer Service Representative

- Chat Support Specialist- Responds to customer inquiry regarding purchase or making an order
- Inbound Calls Specialist – Answers customer inquiry about transaction or asking assistance to make new purchase

Email Outreach Specialist- Sending emails to customer regarding purchases or issues and inquiries

October 2017 – January 2018

██████████

Molo Iloilo City

Recruitment Office

-Conduct in-depth interviews, both in-person and via video conferencing, to assess candidates' skills, experience, and cultural fit. Collaborate with hiring managers to make informed decisions and select the most suitable candidates.

-Build and maintain strong relationships with candidates throughout the recruitment process. Ensure clear and timely communication, provide feedback, and address any concerns or questions.

██████████

December 2017- January 2019

Customer Service Representative

- Inbound Call Specialist- Answers customers inquiries and resolves issues regarding their PayPal account
- Chat Support Specialist- Responds to customer inquiry regarding purchase or asking assistance regarding their account
- Email Outreach Specialist – Sends email regarding disputes on transactions on their accounts

February 2019 – October 2021

██████████

Sacred Heart of Jesus Blvd. Pueblo De Panay TechnoPark. Roxas City,
Capiz

Freelance Agent

- Data Analyst Specialist - Gathering data from various sources, ensuring its accuracy, and cleaning or formatting it for analysis.

- Email Outreach Specialist - Entering data accurately and efficiently into the designated software or database system. This can involve typing, copying and pasting
- Cold Calling Specialist – Generates leads thru cold calling
- Data Entry Specialist - Entering data accurately and efficiently into the designated software or database system. This can involve typing, copying and pasting
- Lead Generation Specialist - develops a comprehensive strategy to attract and capture leads. They leverage various channels such as social media, content marketing, email marketing, search engine optimization (SEO), paid advertising, events, or partnerships to reach and engage the target audience.
- Virtual Assistant - Managing emails, scheduling appointments, organizing calendars, and handling general administrative tasks.
- October 2021– December 2022 [REDACTED] – **Kalibo**
Kalibo Aklan

Virtual Assistant

- Respond to emails, messages, and other forms of communication in a timely manner.
- Schedule appointments and manage calendars.
- Conduct online research and gather information on specified topics. • Prepare and edit documents, reports, and presentations.
- Perform data entry and manage databases.
- Coordinate and facilitate online meetings and conference calls. • Assist in organizing and maintaining digital files and records. • Handle travel arrangements and itinerary planning.
- Provide general administrative support to clients or team members. • Prioritize and manage multiple tasks simultaneously.
- Maintain confidentiality and handle sensitive information appropriately.

[REDACTED]

October 2021 – February 2022

345 California Street, Suite 600 & 700, San Francisco, CA 94104, United States

Operations Manager

- Developing and implementing operational strategies and plans aligned with the company's overall objectives. This involves setting operational goals, KPIs (Key Performance Indicators), and performance targets.
- Efficiently allocating and managing resources such as manpower, equipment, and materials to ensure smooth and productive operations.
- Identifying areas for process optimization and efficiency enhancement. Implementing improvements to streamline workflows and reduce operational costs.

- Ensuring that the products or services meet quality standards and customer expectations. Implementing quality control measures and conducting regular inspections.

[REDACTED]

June 2023 - Present

Kalibo Aklan

References:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]