

EDISON MARK BALLARES



JOB OBJECTIVE: To obtain a position where I can apply and share my business administration and organizational skills with strong leadership to achieve an outstanding performance of business towards economic excellence, fostered with high integrity while working well with people.

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📍 Baguio City, Philippines

WORK EXPERIENCE

Account Coordinator

Ylopo LLC

09/2021 - Present

Achievements/Tasks

- Currently working as an Account Coordinator for a digital marketing firm whose market is in the real estate industry all through out the US. Helping realtors and agents advertise their business and generate leads through various digital marketing campaigns and CRM's.

Admin and Customer Service Support Specialist

EMAPTA Versatile Services Inc.

08/2017 - 09/2019

5th Floor Pilando Center, Magsaysay Avenue, Baguio City

Worked for the client, Westward360, a Chicago-based property and real estate management company

Achievements/Tasks

- Worked for the client, Westward360, a Chicago-based property and real estate management company

Project Coordinator - Enterprise Development Services Department

Tulay Sa Pagunlad Inc.

04/2016 - 07/2017

Main Office: 2363 Antipolo St. Guadalupe Nuevo, Makati City

Worked for a micro-finance NGO that is geared to support SME's

Achievements/Tasks

- Implemented non-financial services or projects to clients or borrowers in 17 branches in Northern Luzon

Instructional Staff

HELP English Language Program Inc.

02/2011 - 04/2016

Martin's Apartelle, Brentwood Village, M. Roxas St., Baguio City

Worked as an ESL Teacher in an English Language Institute

Achievements/Tasks

- Promoted as an Assistant Leader that handles a group of teachers

General and Technical Support Representative – Prepaid Services

NCO Philippines Clark

02/2010 - 12/2010

Clark Economic Zone, Clark Field, Pampanga

Worked for the telco account, T-Mobile USA - Prepaid Services

EDUCATION

Tertiary:

Bachelor of Science in Commerce, major in Entrepreneurial Management

06/2003 - 04/2008

Saint Louis University

Secondary

Saint Louis University - Laboratory Boys High School

06/1999 - 04/2003

SKILLS

Management Skills: Mentoring, Training & Development, Motivational Fitting, & Business Administrative Management, Proper & Strong Proven Leadership

Customer Service: Multi-tasking, fast-paced, fast learner, excellent command in English, organized probing skills, fast issue research and resolution, cashiering duties, account processing (orders and after-sales), and good contention handling.

Contact Center: Business KPI Management with clear understanding on Service Level, Average Speed of Answer/Average Handle Time (AHT), Occupancy Rate, Abandon Rate

Computer Technology: Google Apps (Spreadsheet, Docs, G-Drive), MS Office (Word, Excel, PowerPoint), Basic Web-Designing & Hosting, Basic Software and Hardware Management

SEMINARS AND TRAININGS

Condominium and Association Management Program - Westward360 (2017-2019)

Microfinance and Project Development (2016-2017)

ESL Teacher Training Program (2011-2015)

SITEL University - Online Module based Training Program (2008-2009)

Business Development and Practicum (University Job Training, November 2007-March 2008)

PERSONAL BACKGROUND

35 years old, born on August 7, 1986

Married with 3 children

5 feet 7 inches tall, about 65 kilograms weight

Roman Catholic

LANGUAGES

English
Full Professional Proficiency

Filipino/Tagalog
Native or Bilingual Proficiency

Ilocano
Native or Bilingual Proficiency

CHARACTER REFERENCES

Available upon request