



Stephanie H. Signey
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WORK HISTORY:

WE LOVE DALLAS HOMES

Sales Trainer
May 2022 – October 2022

Job Description

- Conduct skills gap analyses to identify areas of improvement
- Design training curricula within time and budget constraints
- Produce digital educational material (e.g., videos and case studies)
- Onboard new salespeople
- Coordinate individual and team performance review sessions to discuss strengths and weaknesses
- Monitor sales objectives and results
- Collect feedback from trainees and managers about training courses
- Maintain updated records of training material, curricula, and costs

5CA

Remote Game Support Specialist
August 2021-September 2021(Seasonal)
December 2021 up to the present

Job Description

- Responsible for solving account-related concerns and queries
- Resolve issues regarding refunds, purchases not going through, etc.
- Assist players resolve technical problems with the game
- Answer gameplay inquiries and help sort out gameplay issues
- Check updates & newly-released content for the game you're supporting

MCS Advocates

Home-Based
May 2020 up to February 2021

Job Description

- Update tracker and client database.
- Cold call and send SMS blast in Client set market to set up appointments
- Send start-of-day and end-of-day reports via Email
- Compute for After Repair Value
- Present and negotiate offers for potential leads
- Draft and send closing Contracts

1000 Calls A Day

Home-based
May 1, 2018, up to May 4, 2020

Job Description

- Update tracker and client database.
- Cold call in Client set market to set up appointments
- Send start-of-day and end-of-day reports via Email

TASK US PAMPANGA

ENTEC Bldg. Teresa Ave.
Nepo Complex, Angeles City Pampanga
February 06, 2017, up to December 08, 2017

Job Description

- Develop strong customer relationships and will be responsible to resolve queries of the customers through e-mail and chat within the assigned AHT
- Manage and take ownership of the resolution process for all customer-related issues
- Inform members of current promotions and new or updated products

- Offer to call the customer at their convenience should they have questions that may be better answered over the phone rather than through live chat.
- Assist in Order processing and tracking
- Coordinate with Drivers and Merchants to make sure that orders are fulfilled in a timely manner

Saint Anthony College of Technology
 San Francisco, Mabalacat City Pampanga
 High School Department
 July 2016 to February 2017

JOB DESCRIPTION

- Preparing and delivering ability- and age-appropriate curricula.
- Demonstrate hands-on activities prior to assignment.
- Assign homework, including supplemental reading and science projects.
- Evaluate student performance on tests, reports and lab activities.
- Collaborate with other teachers, staff, students and parents to support student progress.
- Staying current on the latest technology and scientific discoveries
- Coordinating school science fairs
- Mentoring students and preparing them for science competitions

OWEN'S ONLINE

Verification Specialist
 February 10, 2016 – April 2016
 Business Center 2 Philexcel
 Manuel Roxas Hwy. Clark Freeport Pampanga

Job Description

- Enters operational data from various sources.
- Analyzes exception time submittals.
- Maintains organized computer files for easy identification and retrieval.
- Ensures data integrity by verifying input and calculations.
- Research and Skip Tracing

STARTEK ANGELES

Customer Service Representative
 JUNE 28, 2014 – October 2015
 ENTEC Bldg. Teresa Ave.
 Nepo Complex, Angeles City Pampanga

Job Description

- Prepaid Customer Service Representative
- Handles Customer account information and changes, account activations, payments, and billing disputes
- Guide and walk-through customer troubleshooting steps
- Handle mobile hardware and connection issues.

NCO PHILIPPINES CLARK INC

Customer Service Representative/ Technical Support Representative
 April 06, 2009- April 10, 2012
 Business Center 4 Philexcel Business Park
 Manuel Roxas Highway Freeport, Pampanga

Job Description

Prepaid Customer Service Representative
 Handles Customer account information and changes, account activations, payments, and billing disputes.

Flexpay Customer Service Representative

- Handles Account information and changes, billing disputes, rate plan inquiries, and Promotions
- DDC/SP Tech
- Handles Customer's Mobile phone technical issues, coverage concerns, and equipment replacements

E-GLOBAL SERVICES

Call Center Executive

September 2007 – March 2008

BPO-ICC Bldg. Pureza St.

Sta. Mesa, Manila

Job Description

- Outbound Sales
- Hard selling for Car warranty, Vacation Package bookings, Credit Card Activations and Insurance

CYBERCITY TELESERVICES

Call Center Agent

May 2007 – August 2007

Bldg. 2528 Corporate Office, CyberCity IT Park

CSEZ, Pampanga

Job Description

- Inbound Sales
- Process online and over-the-phone orders for Infomercials, credit card activation

EDUCATIONAL ATTAINMENT

Primary: Paringao Elementary School

Paringao Bauang, La Union

SY 1990-1996

Secondary: Union Christian College

San Fernando City La Union

SY 1996-2000

College: Saint Anthony College of Technology

Mabalacat City, Pampanga

SY 2012 - 2014

Bachelor of Science in Secondary Education

Major in General Science

Vocational: Caregiving Course

Corazon Ortega Skills Training Center

TESDA Compound San Fernando City, La Union

March 2006- November 2006

TRAINING/SEMINARS ATTENDED

BASIC LIFE SUPPORT (CPR training for healthcare providers)

COSTCW – San Fernando City, La Union Philippines

May 29-30, 2006

FIRST AID TRAINING

COSTCW – San Fernando City, La Union Philippines

May 31 – June 3, 2006

CALL CENTER AGENT TRAINING (CCAT) PROGRAM

Don Mariano Marcos Memorial State University,

City of San Fernando, La Union Philippines

September 2007- October 2007

GLOBAL CALL CENTER EDUCATION PROGRAM

CCIS Educational Foundation, Inc.

Global Call Center Education Center

Clark Polytechnic Foundation, Inc.

Bldg. 1083 Jose Abad Santos Ave.,

CSEZ Clarkfield Pampanga Philippines

2nd PHILIPPINE CONFERENCE ON RESEARCH IN CSR

Thomas Aquinas Research Center Auditorium,
University of Sto. Tomas, Manila Philippines

2nd NATIONAL CSR CONGRESS YOUTH LEADERS

I Academy Ayala
Ayala Makati City

Social Media Management Course

Coursebelt.net

Facebook Ads Course

Coursebelt.net

Graphic Design with Canva

Coursebelt.net

PERSONAL INFORMATION

Age: 38 years old

Sex: Female

Citizenship: Filipino

Religion: Roman Catholic

Status: Single

Birth Date: August 24, 1983

Birth Place: Baguio City

In Case of Emergency:

Contact: Alexis Ephraim Cabaya

Their Address #97 Purok 2 Bawanta Bauang, La Union

CHARACTER REFERENCES

Mart Guerrero

Supervisor

Business Center 4 Philexcel Business Park

Manuel Roxas Highway Freeport, Pampanga

Ms. Kareen Marzan

Supervisor

Startek Angeles

Angeles City, Pampanga

Mrs. Violeta Sibal

Saint Anthony College of Technology

Mabalacat City, Pampanga