



Resume

Personal details

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- September 8, 1989
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Skills

- Ecomm(Website Builder, Amazon, Shopify, etc.) ●●●●●
- Microsoft Office ●●●●●
- Excellent Customer Service Skills ●●●●●
- Ability to work under pressure ●●●●●
- Leadership and Teamwork ●●●●●
- Hard Working ●●●●●
- Customer Relationship Management ●●●●●

Languages

- Native English ●●●●●

Education

- Jun 2011 **Bachelor of Science in Biology**
University of Northern Philippines, Vigan City
- Jun 2002 - Mar 2006 **Secondary**
Pantay - Tamurong, National High School, Caoayan, Ilocos Sur
- Jun 1996 - Jun 2002 **Elementary**
Pantay - Tamurong, Elementary School, Caoayan, Ilocos Sur

Employment

- Jan 2020 - Present **Web Hosting Guide**
Sutherland Global Services, Mandaluyong City
 - Help clients with a variety of concerns , including setup issues such as website migration , software settings and any other initial problems getting started.
 - Support staff continue to help clients after setup troubleshooting issues such as connectivity problems, data storage and security.
 - Web - hosting support and sales staff speak with clients to provide solutions over the phone and when needed they communicate through virtual private servers that allow customer support agents to control the customer's computer.
 - Suggest hosting solutions adapted to the customer's needs.
 - Ensure the proper functioning of a production environment for shared , dedicated , and virtualized web hosting servers.
 - Manage , register , and transfer domain names and manage DNS entries.
 - Troubleshoot email issues.
 - Install , analyze , troubleshoot , and optimize installations of WordPress , Drupal , Joomla , and other Content Management Systems (CMS).
 - Provide technical assistance to customers by phone, chat, and helpdesk.
 - Web-hosting jobs that revolve around sales require the same expertise. Sales agents identify the needs of potential customers while linking them to services offered by a Web-hosting company.
- Aug 2019 - Jan 2020 **HULU Operations Supervisor**
Results Alaskaland Inc., 120 E. Rodriguez Jr. Avenue corner Ortigas Avenue Extension Barangay Ugong Pasig City
 - Hiring , training , and preparing call center representatives to respond to customer questions and complaints and troubleshoot problems with services or products.
 - Ensuring agents understand and comply with all call center objectives , performance standards , and policies.
 - Answering agent questions regarding best practices or difficult calls.
 - Identifying operational issues and suggesting possible improvements.
 - Monitoring and evaluating agent performance , providing learning or coaching opportunities , and taking corrective action, if necessary.
 - Preparing reports and analyzing data to assist management as they determine call center goals.
 - Working with other supervisors and management team members to support agents and maximize customer satisfaction.
- Jul 2017 - Aug 2019 **SXM OUTBOUND SALES**
Results Alaskaland Inc., 120 E. Rodriguez Jr. Avenue corner Ortigas Avenue Extension Barangay Ugong Pasig City
 - Focuses mainly on contacting current and potential client to offer/use the service on their radio satellite

- on their vehicle and other features.
- Verifying account information and ensure that orders and processing is completed properly.
- Responsible to increase the client base so has to deliver prepared sales scripts in persuading potential customers to purchase the organization's product or service.
- Describe products and services to the customers for responding to questions and obtaining the information.
- Has to work for increasing the sales so needs to develop the targeted sales campaigns.
- To take proper care that the outbound calls do not disturb, annoy, or offend people enrolled in do-not-call lists.

Dec 2013 - Jun 2017

CUSTOMER SERVICE REPRESENTATIVE

STARTEK LTD PHILIPPINES, Makati Cyberzone Building, Sen Gil Puyat Avenue, Makati City

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information, confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines, recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

Sep 2013 - Dec 2013

TELESALES AGENT

SALES RAIN INC., 2204 The Peak 107 Leviste Street Salcedo Village, Makati City

- Services existing accounts, obtains orders, and establishes new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Adjusts content of sales presentations by studying the type of sales outlet or trade factor.
- Focuses sales efforts by studying existing and potential volume of dealers.
- Submits orders by referring to price lists and product literature.
- Keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Monitors competition by gathering current marketplace information on pricing, products, new products, delivery schedules, merchandising techniques, etc.
- Recommends changes in products, service, and policy by evaluating results and competitive developments.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, making recommendations to management.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, participating in professional societies.
- Provides historical records by maintaining records on area and customer sales.
- Contributes to team effort by accomplishing related results as needed.

Certificates

Sep 2019

Trainings and Seminars Attended

- **CTRW (Coaching the Results Way)** - it is a methodology that helps produce results by focusing on Skill vs. Will and reinforcing the behaviors that drive sustained excellence. This model identifies the root cause of all coaching opportunities to ensure each behavior will only be coached once.

- **MTB5 (Mastering the Big Five)** - is Results' proprietary leadership philosophy. It evolves around 5 core pillars which are the most important leadership factors that define our success in our call centers. While there are many factors that contribute to the successes of our call centers , none is as critical as these Big 5:
 1. Hiring the very best every time
 2. Developing People for Unprecedented Results
 3. Creating your Highest Employee Satisfaction
 4. Building Strong Teams
 5. Driving Key Metrics for Maximum Impact

- **SUPERVISOR ONBOARDING PROCESS**
- **RESULTS LEADERSHIP PROGRAM**

References

References available upon request.