

PAUL MARTIN RAQUEÑO

PROJECT MANAGER



CONTACT ME AT

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 Pasig City, Metro Manila

SKILLS SUMMARY

- Project Management
- Customer Service
- Calendar Management
- Email Management
- Customer Relationship Management
- Process Improvement
- Data Entry and Management
- Google Workspace and Microsoft Applications
- Live Chat Support

EDUCATIONAL HISTORY

Asia Pacific College
BSBA Marketing and Advertising | 2011 - 2018

St. Anthony School
Secondary Education | 2007 - 2011

St. Paul College Makati
Primary Education | 2000 - 2007

PERSONAL PROFILE

I am a UXI Project Manager with almost 2 years of experience. I am looking to transition to another company where I can utilize my exceptional project management and communication skills, and take on more challenging tasks.

WORK EXPERIENCE

Project Manager

Google UXI via Infosys BPM | June 2021 - June 2023

- In-charge of Projects from initiation to close
- Understand project requirements and plan logistics
- Schedule and moderate meetings

Quality Assurance Specialist

TeleTech Philippines, Inc. | May 2018 - June 2021

- Evaluate and analyze customer interactions to improve customer experience and satisfaction scores

Customer Service Representative II

TeleTech Philippines, Inc. | May 2017 - May 2018

- Providing the highest level of customer support whether through voice, chat, and email.

Intern for Special Events and Promotions

Travellers International Hotel Group | Sept 2016 - Mar 2017

- Assisting event coordinators in event planning and promotion
- Communicating with vendors regarding logistics
- Organizing and purchasing materials and supplies

Customer Service Representative

Altisource Business Solutions | May 2015 - Dec 2015

- Providing customer service through inbound calls.
- Investigating, analyzing and solving customer problems.

Credit and Activations Analyst

Teleperformance Philippines | Mar 2014 - Dec 2014

- Analyze and assess the financial statements and credit history of existing and potential clients.
- Review credit applications and perform credit checks.