

Arnel Romipal Talavera

130 Purok 5 Santa Lutgarda, Macabebe, Pampanga, Philippines 2018
(+63) 920 987 4147 | arneltalavera@gmail.com

PERSONAL DATA

Date of Birth : October 06, 1994
Place of Birth : City of San. Fernando, Pampanga
Age : 28
Gender : Male
Status : Single
Nationality : Filipino

WORK EXPERIENCES

Sutherland Global Services
Hughes Network Systems LLC
Clark Global City, Angeles City
(March 20, 2015 - April 24, 2016)

- **Consultant** – customer service handles billing, process payments, creating ticket for tech-dispatch and perform troubleshooting to consumers equipment who live in high areas that can't get high-speed internet service.

VXI Global Holdings Philippines
AT&T Sales and Service
Panorama Technocenter, Veterans Village,
Quezon City, Metro Manila
(May 19, 2016 – August 08, 2022)

Account Associate (May 2016 – January 2019)

- Customer service for telco sales, payments and billing.

PROMOTIONS:

Sales Verifier - Quality (January 2019 – August 2019)

- SME for validating of qualified sales to avoid getting callout from clients and help maintain the sales integrity score of the site.
- Sending daily, weekly and month over month of sales integrity report of the site.

Subject Matter Expert (August 2018 – January 2021)

- 2nd lead of the team, handling man-calls and anything of customer related request to a higher up team.

Collections Quality Analyst (January 2021 – Aug 08, 2022)

- Handled call monitoring to provide feedback about the agent's missing opportunity when handling customer care.
- Promotes company's integrity at work.
- Served as a back-bone of the company for product specific and process.
- Handled calibrations with client and operations.
- Sending daily, weekly and month over month of the product specific and integrity report of the site.

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EyE Homes Inc
Real Estate Redevelopment
Columbus OH, USA
(July 21, 2022 – Present)

- Lead Generator
- Handled call monitoring to provide feedback about the agent's missing opportunity when handling prospect lead.
- Handling a team as a support.
- Validating qualify leads.

INTERNSHIP

Bureau of Internal Revenue 21B – South Pampanga
Capitol Grounds, City of San Fernando Pampanga
September 18, 2014 – November 14, 2014 (240 training hours)
Revenue Collections/Non-Collections Department – Intern

EDUCATIONAL BACKGROUND

Tertiary	ACLC COLLEGE - APALIT San Vicente Apalit, Pampanga, Philippines Bachelor of Science in Computer Science Major in Multimedia Technology A.Y. 2011 – 2015
Secondary	Pampanga Colleges Poblacion, Macabebe, Pampanga, Philippines A.Y 2006 - 2011

QUALIFICATIONS

- Computer Literate: have practice in the field of office reporting with the use of Microsoft Office Word, Excel, and PowerPoint.
- Can read, speak, and write formal language, trained interpersonally engaging through client and to a medium group of people.
- Trained for business tools such as CRM, Ordering tools, Chasms, payment and technical tools.
- Set goals and targets.
- Adaptive in every change.
- Can always handle pressure in multiple assignments.

EXPERIENCE

- Had a 7-year customer service experience in BPO industry.
- Trained on technical, sales billing and collections for international accounts.
- Had less than 2-year experience for a support/analyst position who focused on sending reports and updates to operations in Quality department.

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- Had an opportunity to handle a team to one of our company sites in Atlanta, GA as QA.
- Handled times of calibration with the clients and leaders.
- Currently working virtually in a real-estate business based in Columbus, OH USA.

CHARACTER REFERENCES

Miracris Rembulat
Supervisor | VXi Quezon City, Philippines
(+63) 926 505 8894
Caloocan City, Philippines

I hereby certify that all information given above are true and correct to the best of my knowledge and ability.

Arnel Romipal Talavera

Applicant