

Adrian Christopher Tomas

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About Me

Detail Info

Birth Date

13/Jan/1997

Summary

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using my own initiative. I am able to work well under pressure and adhere to strict deadlines.

Education

Manuel A Roxas High School

2011 - 2015

Secondary

Experience

VXI Global Solutions

April 2015 - Sept 2018

Customer Service Representative

Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

Manage large amounts of incoming calls

Generate sales leads

Identify and assess customers' needs to achieve satisfaction

Sutherland Global Services

October 2018 - November 2019

Customer Service Representative

Handle complaints, provide appropriate solutions and alternatives within the time limits, and follow up to ensure resolution

Keep records of customer interactions, process customer accounts, and file documents

Follow communication procedures, guidelines, and policies

Go the extra mile to engage customers

Intelassist

December 2019 - October 2021

Subject Matter Expert

Ability to multitask, while being attentive to customers and remaining flexible to the needs of the business

Ability to work as part of a team and take initiative independent of direct supervision

Partner with HR to maintain office policies as necessary

Organize office operations and procedures

Coordinate with IT department on all office equipment

PSG Global Solutions

November 2021 - February 2024

Senior Recruiter Level 3

Lead end-to-end recruitment processes for senior-level positions, utilizing advanced sourcing techniques and candidate assessment methodologies.

Collaborate with hiring managers to understand staffing needs and align recruitment efforts with organizational goals and priorities.

Manage candidate relationships effectively, providing a positive experience throughout the recruitment lifecycle and ensuring timely communication and feedback.

Skills

Data analysis

Analytical

thinking Project

Management

Social Media

Marketing Team

Management

Computing

Software Engineering

Data Presentation

Economics

Interest

Music, Travelling, Cooking

Languages

English, Tagalog