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| Adrian  Panoncillon | |  |  | | --- | --- | | Zamboanguita, Negros Oriental, Philippines |  | | 0969 195 3523 |  | | adrianpanoncillon2002@gmail.com |  | |  |  | |

I am a highly motivated and results-driven professional with a proven track record in the BPO industry. With strong communication and problem-solving skills, I excel in delivering exceptional customer service and meeting performance targets. I am adept at handling various BPO processes and have a keen eye for detail. My ability to work effectively in a team and adapt to new technologies makes me a valuable asset in a fast-paced BPO environment.

# Skills:

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| **Proven Expertise in Customer Relations (BPO Industry)** With over three years of experience providing excellent customer support to American clients, I’ve developed a solid understanding of customer needs and how to resolve issues quickly and effectively, always with empathy at the core of my approach.**Experienced in Managing American Clientele** Having worked extensively with American clients, I’ve developed a strong understanding of their expectations and communication styles, allowing me to offer personalized support and consistently deliver results that meet or exceed their needs.**Sales Expertise and Goal Achievement** In my role at Qualfon, I actively participated in sales by upselling mobile plans and additional services to Tracfone customers. I consistently exceeded sales targets, contributing to company growth while ensuring customer satisfaction. My ability to identify customer needs and recommend solutions led to high conversion rates.**Tech-savvy with Computers and CRM Tools**I have a natural aptitude for technology and am highly proficient in navigating computer systems, software, and online tools. My expertise includes mastery of CRM tools such as Salesforce, Zendesk, and other customer management platforms, enabling me to manage client interactions, track data, and optimize workflows efficiently. This allows me to work seamlessly across various digital platforms and easily adapt to new technologies. | **Fluency in English Language** I am fluent in both written and spoken English, allowing me to communicate confidently and professionally, fostering strong connections with clients from diverse backgrounds.**Customer-Centric Problem Solver** I pride myself on being solutions-oriented. Through my role as a customer service representative, I’ve become skilled in problem-solving and conflict resolution, ensuring timely and effective solutions that lead to satisfied customers.**Skilled in MS Office Tools (Word, Excel, PowerPoint)** I’m proficient in Microsoft Office tools, including Word for document creation, Excel for data analysis and reporting, and PowerPoint for creating engaging presentations. These skills help me maintain productivity and precision in my work.**Content Creation and Social Media Management**I successfully managed the Facebook page for BisDak Café & Snacks, creating engaging content and posts to promote the brand. Through content creation, customer interaction, and social media management, I helped boost the café’s online presence and engagement with followers, resulting in increased foot traffic and customer satisfaction. |

# Experiences:

### march 2023 – September 2024

## Healthcare Representative (UHG Dental)

## TTEC, Dumaguete

### As a healthcare representative at UHG Dental, my responsibilities included managing patient inquiries, processing insurance claims, and coordinating with healthcare providers to ensure smooth service delivery. I am always top-ranked during monthly evaluations since I always pass all of the performance metrics. One of my key achievements was being promoted to trainer after 6 months in the company.

### july 2021 – november 2022

## Customer Service Representative (Tracfone)

## Qualfon, Dumaguete

As a customer service representative at Tracfone, I handled customer inquiries, resolved issues, and provided information about products and services. I also played an active role in sales by upselling mobile plans, accessories, and additional services. I consistently exceeded sales targets while ensuring customer satisfaction. My responsibilities included assisting with account management, troubleshooting technical issues with mobile devices, and effectively communicating solutions to customers. One of my key achievements was maintaining a high customer satisfaction rate through strong problem-solving skills and exceptional sales performance.

### may 2024 – present

## Social Media Manager/Content Creator (Facebook)

## BisDak Café & Snacks

In this role, I manage the café's Facebook page by creating engaging and visually appealing posts while responding to customer inquiries and maintaining a consistent posting schedule. I develop a content strategy that showcases menu offerings, promotions, and events, leading to increased online engagement and a growing follower base. Utilizing Facebook Insights, I track performance and implement data-driven improvements to the content strategy. Additionally, I foster community engagement by responding to comments, encouraging interaction, and maintaining a positive brand presence.

# Education:

### march 2021

## Bachelor of Science in Mechanical Engineering

## NORSU, Dumaguete

## In my first year, I earned a spot on the Dean's List, showcasing my commitment to excellence early on. Throughout my studies, I consistently maintained a strong GPA of 1.89, reflecting my focus and dedication to achieving high academic standards.

### march 2016

## Senior High School (Graduate)

## ZSHS, Zamboanguita

## I graduated with a GPA of 91%, excelling both academically and socially. I was awarded Best in Communication for my strong communication skills and recognized as Mr. Congeniality for my friendly, approachable nature. These achievements showcase my dedication to learning and building positive relationships.

# References:

**Candybelle Coleen Espino**  
Operations Supervisor  
TTEC Dumaguete  
09552948778  
coleen1204@icloud.com  
Former Supervisor

**Jona Gim Casido**

Team Lead, Operations

Qualfon Dumaguete

09973528126

[jgimcasido1@gmail.com](mailto:jgimcasido1@gmail.com)

Former Team Leader