

JOB EXPERIENCE

2024 - 2025 **DATA ANALYST (BILLING)**
ACQUIRE BPO **Quezon City**

As a Revenue Operations Billing Analyst, I support the team by reviewing and processing valid refunds to help retain customers and add value to their experience. I work with tools such as RingCentral, Salesforce, Billing Admin Portal, and Workday to manage billing information and ensure accuracy. I also generate daily financial reports to help track trends, support decision-making, and maintain clear records for internal use.

2023 - 2025 **DATA ANALYST (ADMIN)**
LEGACY GAMA OPC **Virtual**

I have provided comprehensive virtual support since August 2023. My responsibilities include managing and reviewing fraudulent transactions, conducting thorough fraud analysis to mitigate potential risks, and efficiently handling payment disputes to ensure fair and timely resolution. In addition to these tasks, I also execute various administrative duties, contributing to the overall organizational efficiency.

2020 - 2023 **ECOMMERCE OPERATIONS ASSOCIATE**
INTELEGENCIA BPO LLC **Antipolo City**

As an Ecommerce Operations Associate CSR, I ensure smooth online operations by managing customer support emails and handling data entry tasks, especially using Excel for listing management and maintaining accurate inventory records. I also track and monitor orders to ensure timely fulfillment and customer satisfaction.

Additionally, I generate reports and analyze data to support strategic decisions. My attention to detail helps optimize product listings, improving visibility and enhancing the overall customer experience.

2018 - 2020 **CUSTOMER EXPERIENCE ASSOCIATE**
INTOUCH CX **Quezon City**

I provided excellent service to e-commerce clients. I handled email and chat support, answered customer questions, provided product information, and resolved issues quickly. I also processed refunds and replacements, ensuring customer satisfaction and effectively managing complex issues.

2017 - 2019 **DATA ENTRY SPECIALIST / LEAD GEN**
REV AD SOLUTIONS **Virtual**

I precisely copy-paste sensitive information to register users on clients' crypto websites, boosting traffic. My attention to detail ensures data accuracy and a seamless registration process. I also use persuasive communication to encourage registrations and engage in lead generation, driving platform growth and building a robust user base.

2017 - 2018 **MARKETING EXECUTIVE ASSISTANT**
PHILPRINT AND ALLIED SERVICE INC **Marikina**

I drove the company's marketing and sales efforts and added creativity to visual communication. I executed marketing plans through email campaigns, social media engagement, and both phone and field sales. Using Adobe tools, I designed appealing graphics for social media and email marketing, ensuring they reached a wide audience.

2016 **ADVERTISING AND PROMOTIONS ASSISTANT**
STA LUCIA MALL (OJT) **Rizal**

I focused on planning and running events smoothly for guests and participants. I coordinated every part of promotional events, from planning to evaluation, managing logistics and guest interactions. With attention to detail and good communication, I helped create positive, memorable experiences that met our promotional goals.

EDUCATION

2013 - 2017 **BSBA - MARKETING MANAGEMENT (GRADUATE)**
Pamantasan ng Lungsod ng Marikina

2009 - 2013 **STA. ELENA HIGH SCHOOL**
Marikina

2003 - 2009 **SSS VILLAGE ELEMENTARY SCHOOL**
Marikina



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ABOUT ME

Dedicated and reliable virtual professional with a diverse skill set in customer service, e-commerce support, data entry, admin tasks, and online operations. Experienced in handling various tools and platforms while working remotely, including managing reports, updating listings, responding to customer inquiries, and supporting day-to-day tasks. Known for being detail-oriented, organized, and a fast learner who can adapt quickly to new systems and processes. Committed to delivering high-quality work and contributing to team success in a remote setup.

REFERENCES

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HOBBIES

TRAVELING

FREE DIVING

HIKING