



ATENA MAE ROMEO

Virtual Assistant

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amromeo14@gmail.com

Lower Torralba St,
Brgy. Apas Cebu City
Philippines 6000

EDUCATION

2012

Camp Lapu-lapu
Elementary School

2018

Apas Integrated
Senior High
School

EXPERTISE

Cold Calling

Chat Support

Customer
Service

Sales
Representative

LANGUAGE

English

Experience

2019–2020
Global Empire Corp.
Customer Service Representative

I was able to secure my first corporate position. I market food supplements to our clients. I have made cold calls to potential clients in an effort to sell them our product. When someone declines the product I am primarily marketing, I try to upsell them on other goods we have. I also answer incoming calls and help consumers with any inquiries they may have about the products we sell at the same time.

2021
Tech Mahindra Vcustomer
Customer Service Representative

Since I work for this company, I spend much of my time helping clients place orders, following up on package deliveries, and responding to their questions about the products they bought. It is because of this job experience that I am knowledgeable about ecommerce websites and tracking statuses. I used to help clients via Salesforce chats as well, responding to their questions from various social media sites including Facebook, Instagram, and Twitter.

2022–2024
CTC BPO Inc.
Customer Service Representative

Working as a Customer Service Representative for AT&T was my most recent position. I answer calls and help clients with basic technical support for the internet backup provided by AT&T. I give customers phone calls to offer help with internet backup installation. We have a customer retention program where costumers cancel their backup service with us. Of all the employees, I have usually had the highest number of retentions.

Reference

Freya Abadiano
CTC BPO INC/ Supervisor

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