

# Bernadette Carreon

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## Objective

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Seeking a dynamic role where I can leverage my skills and expertise to contribute effectively to a forward-thinking team, while furthering my professional growth and pursuing new challenges.

## Experience

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- Connex International Incorporated** June 2022 - Present  
Verification Specialist / Data Entry  
Conducting thorough verifications of documents, records, or information to confirm authenticity and compliance with regulations.  
Maintaining detailed records of verification activities and outcomes for audit and reporting purposes.  
Verifying the accuracy of data and making necessary corrections or modifications to ensure data integrity.  
Adhering data entry protocols, standards and confidentiality policies.
- TATA Consultancy Services** July 2021 - June 2022  
Customer Service Rep  
Manage customer calls effectively and efficiently in a computer fast paced and challenging call center environment.  
Manage customer relationship via phone and email to obtain payment and resolve inquiries.  
Scheduling appointments for sales representatives to meet with interested prospects.
- STARTEK Philippines** December 2017 - June 2021  
Engagement Specialist  
Successfully managed the porting process for phone numbers, ensuring seamless transitions for clients.  
Demonstrated expertise in coordinating with telecommunications providers, resolving porting issues, and maintaining accurate records and appointments and customer information in the database.
- SMVA Company** September 2015 - March 2016  
Virtual Assistant  
Identifying and cultivating potential customers for business product or services.  
Following up with leads to confirm appointments and provided necessary information.  
Building a pipeline of qualified leads that have shown interest in the offerings, include various marketing tactic such as content marketing, email campaigns, social media outreach and advertising to attract and engage potential customers.

## Education

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- Systems Plus College Foundation** 2013-2015  
Office Administration