



BIENVENIDA CLARA VEGA BAYANI

19 Korea St., Brgy. Sta. Ana, Taytay, Rizal 1920

09777031767

bing.clara.bayani@gmail.com

OBJECTIVE

I seek employment to be able to enhance my communication skills, working ability, to acquire other abilities for my personal development, and be able to save up and provide for my future needs.

EXPERIENCE

Amera Solutions

Remote

Virtual Assistant/Appointment Setter/Human Resource Specialist/Dispatcher

Sept 2023 – Oct 2024

- Coordinate patients' trip details to healthcare facilities, clients/patients, and CNAs/drivers within 24 hours before the trip, and 90 minutes before the pick-up time
- Dispatch CNAs/drivers to pick up patients going to or coming from healthcare facilities
- Monitor trips and make sure that everything is smooth and easy for the clients/patients from the start of the journey until drop-off
- Get confirmation/feedback from clients/patients regarding the trip and additional fees incurred
- Update trackers/excel sheets and CRM/dashboard
- Report issues to management before the trip gets escalated

-
- Monitor multiple chatrooms for any escalations, issues, or questions from other departments and respond promptly
- Handle escalated issues to ensure the trip is completed, look for other options if the driver will not be able to pick up the patient
- Sending emails/updates to partner clients with contracts with Amera to report issues, and additional fees, or coordinate if their clients are unresponsive on calls
- Recruit CNAs/drivers with a medical background using different platforms (Indeed, Gmail, CRM, website, etc.)
- Hire CNAs/drivers with a medical background
- Facilitate training and on-boarding into the company
- Advises and assists employees on human resources policies and procedures for efficient execution of internal processes
- Lead generation, generating new business leads for the company
- Research to identify potential new customers and then contact them to try and convince them to do business with the company
- B2B appointment setting/cold-calling potential healthcare facilities to become clients
- Provide information to potential clients
- Schedule appointments with office managers, directors, administrators, CEO/COO, or business owners to meet with Amera's Business Development Specialist
- Help increase B2C sales
- Hit goals/metrics per week

Transcom

Pasig City

Technical Support Specialist

May 2023 – Sep 2023

- Answer customers' inquiries regarding their accounts and enhance customer experience by providing consistent service
- Help customers fix their Samsung US TVs, monitors, soundbars, and other home electronic gadgets
- Exceed customer's expectations as much as possible
- Convert irate callers to satisfied customers/CSAT calls

-
- Enhancing customers' experience by providing excellent customer service as a CSR/Technical Support Representative
- Hit goals/metrics per week

Concentrix (CNX)

Pasig City

Case Manager - Outbound Representative

Jan 9, 2023 – Apr 3, 2023

- Call customers to discuss the best remedy that Samsung Australia can offer (Repair, Replacement, Refund, Store Credit, and Compensation)
- Offer Samsung online vouchers
- Action/close open cases
- Hit goals/metrics per week

Growth Marketing Solutions (GMS)

Pasig City

Outbound Sales Representative

Jun 13, 2022 – Nov 7, 2022

- Call customers and offer the best energy provider/retailer based on the offers available on the panel
- Upsell broadband
- Sell at least 2 energy per day and 1 broadband per week
- Hit goals/metrics per week

ResultsCX

Pasig City

Customer Service Representative – Inbound (Retail)

Aug 16, 2021 – May 21, 2022

- Answer customers' inquiries regarding their accounts and purchases, and enhance customer experience by providing excellent customer service
- Exceed customer's expectations as much as possible
- Convert irate callers to satisfied customers/CSAT calls

-
- Enhancing customers' experience by providing excellent customer service as a Customer Service Representative/Sales Representative
- Hit goals/metrics

Emapta

Remote

***Customer Service Representative – Outbound
(Logistics)***

Oct 1, 2020 – April 19, 2021

- Call Valmar Surgical's patients and inform them regarding delivery details
- Monitor and update patients' profiles regarding their medical supplies/incontinence supplies
- Send emails regarding deliveries/escalations
- Reply to emails regarding deliveries/escalations
- Hit daily quota of Sales Orders handled

SoftBytes IT Solutions

Pasig City, Metro Manila

Project Manager/Team Manager/Quality Assurance/Sorter Sep 5, 2018 – August 1, 2020 *(For clients Lane Archive Technologies/Iron Mountain PH and Citibank)*

- Monitor operations
- Employ personnel
- Device process and process improvements for implementation
- Assure personnel compliance with security protocols
- Assure timely submission of all reports
- Furnish equipment requirements
- Monitor project expenses
- Evaluate personnel performance
- Assure adherence to project timeframe
- Payroll management
- Coordination with clients for new assignments, duties, and requirements
- Consolidate all reports from teams/shifts

-
- Implement project security protocols as required by clients
- Document box receipt, audits, and scheduling for sorting
- Receive Box and Application Forms lists from the client (bank)
- Receive boxes for sorting into the workroom and track accomplishments per batch
- Work continuity
- Request for new sorting lists from the client for the teams to work on
- Monitor the team's output
- Coordinate with IT/Tech Support regarding computer hardware and software concerns
- Attend coordination meetings when needed
- Resolve issues that affect the team's performance
- Process improvement
- Recommend best methods to increase efficiency and effectivity of the team
- Conduct daily spot checks to ensure that everyone is calibrated regarding process and protocols, and to ensure that the team's reported information is correct prior to submission of accomplishments to clients
- Secure, summarize and authenticate results
- Submit the consolidated Daily Reports to clients

Sutherland Global Services (SGS Legazpi)

Legazpi City, Albay

Team Leader/Comms and Product Specific Trainer/Sales Consultant Jan 6, 2014 – July 20, 2018

- Converting inquiry calls to sales and enhancing customer experience by providing excellent customer service
- Handled Communications Excellence/Foundations Excellence classes for Florist Transworld Delivery or ftd.com from April 2014 to July 2018
- Handled Product Specific Training (PST) classes for Florist Transworld Delivery or ftd.com from January 2015 to July 2018
- Handled teams for ftd.com and Lazada Philippines

•
Expert Global Services (EGS)

SM Cubao, QC

Customer Retention Rep/Technical Support/CSR

Nov 2012 – Dec 2013

- Answer customers' inquiries regarding their accounts and enhance customer experience by providing consistent service
- Help customers regarding their SiriusXM accounts/radios
- Exceed customer's expectations as much as possible
- Convert irate callers to satisfied customers/CSAT calls
- Enhancing customers' experience by providing excellent customer service as a CSR/Technical Support Representative/Customer Retention Representative
- Hit goals/metrics

Sitel Baguio PH

Loakan, Baguio City

Customer Service Representative

Nov 14, 2011 – Sept 25, 2012

- Answer cardholders' inquiries regarding their accounts and enhance customer experience by providing consistent service
- Help cardholders regarding their Money Network accounts within 3 minutes
- Exceed customers' expectations as much as possible
- Convert irate callers to satisfied customers/CSAT calls
- Enhancing customers' experience by providing excellent customer service as a CSR/Technical Support Representative/Customer Retention Representative
- Hit goals/metrics

Bayani Foundation Inc. & BNCP Inc.

Daet, Camarines Norte

Liaison/Secretary

Feb 2007 – Aug 2010

- Negotiating with associations, communities, and groups regarding compliances, deadlines, and information for the Bayani Foundation Inc.
- Keep records and receipts of buyers of Ponte Verde Subdivision in Basud, Camarines Norte for BNCP Inc.

DWYD FM, 102.9 Bay Radio

Daet, Camarines Norte

Disc Jockey [DJ Keisha Girl]

June 2006 – Feb 2007

- Playing music for the listeners
- Informing the public of the latest news

-
- Scouting for possible commercial commitments with politicians, business establishments, schools, and provincial gigs

Tele-Choice Connexions Inc.

Antel Global Bldg., Ortigas, Q.C

Telemarketer

May 2005 – Jan 2006

- Selling RX Pharmacy prescription medications to USA based consumers
- Offering One Mobile Village Line Rentals to UK based customers

Rhythm & Blues

Tarlac, Tarlac City

Waitress

Apr 2004 – Jun 2004

- Deals with customers' orders
- Clean my work area
- Ushering customers to available tables

Jamaica Realty & Marketing Corp.

Daet, Camarines Norte

Real-Estate Sales Branch Manager

2003 – 2004

- Selling real estate to buyers
- Recruiting sales agents

Fil-Estate Sales, Incorporated

Pasig, Metro Manila

Real-Estate Sales Branch Manager

2003

- Selling real estate to buyers
- Recruiting sales agents

Bigg's Diner

Daet, Camarines Norte

Service Crew

Apr 2003 – Jun 2003

- Deal with customers' orders
- Clean work area
- Ushering customers to available tables

•

Atty. Serafin P. Rivera & Associates Law Office

Panay Ave., Q.C

Secretary

Apr 2002 – Jun 2002

- Office work
- Field work

EDUCATION

- Camarines Norte State College, Daet 2004 & 2006 Business Management
- AMA CLC Commonwealth Branch, Q.C. 2002 – 2003 Computer Programming
- AMA CLC Daet Branch, Camarines Norte 2001 – 2002 Computer Programming
- Miriam College, Katipunan, Q.C. 2000 – 2001 Mass Communication
- Dominican College of Capas, Tarlac 1999 – 2000 (4th Year HS)
- St. Joseph’s College, E. Rodriguez, Q.C. 1991 – 1999 (Grade School – 3rd Year HS)

SKILLS

- Verbal and Written Communication skills
- Project Management skills
- Administrative skills
- Management skills
- Human Resources (HR)
- Business-to-Business (B2B)
- B2B Marketing
- B2C Sales
- Cold Calling
- Setting Appointments
- Lead Generation
- Research Skills
- Marketing/ Social Media Marketing/ Social Media Communications
- Customer Relationship Management (CRM)
- Dispatcher
- Logistics
- Passion to learn
- Growth mindset
- Highly motivated

-
- Adaptable
- Resourceful
- Hardworking

HOBBIES/INTERESTS

- Arts, music, composing songs, singing, dancing, sports, writing poems

REFERENCE

Apple Villa (09750287255)

Concentrix || Trainer

- Robert “Bob” Rodriguez (09171336405/09189255531)
SoftBytes IT Solutions || General Manager
- Darrell Acera (09196638702)
Sutherland Global Services || FTD Account Manager
- Brigido “Jing” Cabangon III (09663957110)
Sutherland Global Services || FTD Supervisor
- Ivy Velasco (09952185474)
Expert Global Services || SiriusXM Supervisor

SSS No: 33-9951053-8

TIN No: 930-589-114

Philhealth: 040501428789

PAG-IBIG: 121019198477