



# BNI ESMAEL CRAMEL

## Contact

### Address

Davao City, Philippines 8000

### Phone

+63-953-564-3303

### E-mail

ecramel33@gmail.com

### WWW

[Bold Profile](#)

## Skills

### Customer Service & BPO:

- Customer Support & Retention
- Technical Support & Troubleshooting
- Account Management & Billing
- Sales, Upselling & Retention
- Conflict Resolution & Escalations

Versatile professional with experience in customer service, technical support, sales, IT troubleshooting, and legal case management. Skilled in account management, retention, hardware/software repair, and networking. Strong background in offender supervision, risk assessment, and compliance monitoring, with a focus on problem-solving, efficiency, and client satisfaction.

## Work History

2021-12 -

Current

### Customer Service Representative /Senior Technical Support Specialist

*VXI (12/21-03/24) & Teleperformance , Davao City, Province Of Davao Del Sur, Philippines*

Experienced Customer Service Representative, Account Manager, and Retention Specialist with over 3 years in the BPO industry, specializing in technical support, account management, sales, and customer retention. Adept at troubleshooting internet, cable, and mobile services, resolving billing issues, and enhancing customer satisfaction through proactive solutions. Consistently exceeded performance metrics, demonstrating strong problem-solving skills, persuasive communication, and a customer-focused approach.

- **Customer Support & Technical Assistance:** Delivered expert troubleshooting for internet, cable, and mobile services, resolving issues related to connectivity, service outages, device configurations, and account access while ensuring first-call resolution.
- **Account Management:** Handled billing inquiries, payment processing, contract renewals, plan modifications, and service upgrades, ensuring customers received accurate and timely solutions.
- **Retention & Loyalty Strategies:** Specialized in customer retention, identifying at-risk accounts, addressing concerns, and offering tailored solutions to prevent cancellations. Utilized effective negotiation and problem-solving strategies to increase customer loyalty.
- **Billing Dispute Resolution:** Investigated billing discrepancies, service charges, and payment disputes, ensuring customers understood their

- CRM & Performance Management

#### Technical & IT:

- Hardware & Software Troubleshooting
- OS Installation & Optimization
- Networking & Connectivity Fixes
- Malware Removal & Data Recovery
- System Upgrades & Customization
- Jailbreaking & Rooting (iOS & Android)
- Remote & On-Site Support

#### Legal & Case Management:

- Case Supervision & Risk Assessment
- Legal Documentation & Report Writing
- Court Hearings & Compliance Monitoring
- Rehabilitation & Reintegration Support

statements while processing necessary adjustments, refunds, or credits.

- **Sales & Upselling:** Consistently exceeded sales targets by identifying customer needs and recommending premium services, mobile plans, and product upgrades. Applied persuasive communication techniques to drive revenue growth.
- **Problem-Solving & Conflict Resolution:** Handled customer complaints and escalations, de-escalating conflicts and providing efficient, policy-compliant resolutions while maintaining a high level of professionalism.
- **Performance & Metrics:** Maintained top performance in KPIs, including Average Handling Time (AHT), Customer Satisfaction (CSAT), Retention Rate, and Sales Conversions. Recognized for consistently delivering high-quality customer experiences.
- **Training & Mentorship:** Assisted in onboarding and training new hires, sharing best practices and providing guidance on customer handling techniques to improve team performance.

2022-06 -  
2022-09

### Appointment Setter

*SwipePort, Davao City, Province Of Davao Del Sur*  
Part-time Appointment Setter with experience in B2B lead generation, cold calling, and sales coordination. Skilled in engaging prospects, qualifying leads, and scheduling high-conversion sales appointments to support business growth.

- Conducted outbound cold calls and follow-ups, effectively introducing SwipePort's services to potential clients.
- Identified and qualified leads, ensuring they met business criteria before scheduling appointments.
- Coordinated with account managers and sales teams to streamline appointment handoffs and improve conversion rates.
- Maintained an organized CRM/database, tracking leads, follow-ups, and appointment outcomes.
- Utilized strong communication and objection-handling skills to increase engagement and booking rates.

2019-07 -  
2021-12

- Consistently achieved and exceeded weekly and monthly appointment-setting targets in a fast-paced environment.

## Computer and Mobile Technician

*Self-employed, Alabel, Province Of Sarangani*

Experienced Mobile & Computer Technician specializing in hardware diagnostics, software troubleshooting, and system optimization for mobile devices, laptops, and desktop computers. Skilled in component-level repairs, operating system installation, malware removal, and data recovery, ensuring peak device performance and security. Provided customization services, network troubleshooting, and remote/on-site technical support for individuals and businesses.

- **Hardware Diagnostics & Repair:** Performed comprehensive troubleshooting and repairs for mobile devices and computers, resolving issues such as motherboard failures, power supply defects, overheating, and physical damage.
- **Component-Level Troubleshooting:** Specialized in screen replacements, battery swaps, charging port repairs, speaker and microphone fixes, and camera module replacements.
- **Software Installation & Optimization:** Installed and configured Windows, macOS, Linux, Android, and iOS to ensure system stability, performance, and security.
- **Malware & Virus Removal:** Conducted system scans, virus removals, and security reinforcements to protect against malware, spyware, and ransomware.
- **Data Recovery & Backup Solutions:** Restored data from corrupted or damaged storage devices and implemented backup strategies to prevent data loss.
- **System Upgrades & Customization:** Advised on hardware and software upgrades, including RAM, SSD, and GPU installations, enhancing system performance and longevity.
- **Network & Connectivity Troubleshooting:** Diagnosed and resolved Wi-Fi connectivity issues, slow internet speeds, and device pairing

problems.

- **Jailbreaking & Rooting Services:** Provided safe and secure jailbreaking/rooting services for mobile devices to unlock advanced features.
- **Customer Service & Consultation:** Offered personalized technical consultations, explaining complex issues in simple terms and recommending device optimization solutions.
- **Inventory & Parts Management:** Sourced and managed high-quality replacement parts and repair tools to ensure efficient and reliable service.

2018-09 -  
2018-11

## Parole and Probation Officer

*Hall Of Justice, General Santos, Province Of South Cotabato, Philippines*

Dedicated Parole and Probation Officer (Intern) with hands-on experience in offender supervision, case management, legal documentation, and rehabilitation programs. Assisted in monitoring parolees and probationers, ensuring compliance with court-mandated conditions while supporting their successful reintegration into society. Skilled in risk assessment, legal reporting, and coordinating with law enforcement, social services, and the judiciary to promote offender rehabilitation and reduce recidivism.

Parole and Probation Administration (PPA) | [Dates of Internship]

- Assisted in supervising and monitoring parolees and probationers to ensure compliance with legal conditions and rehabilitation plans.
- Conducted risk assessments and background evaluations to determine the appropriate level of supervision and intervention.
- Prepared case reports, progress evaluations, and court documents, ensuring accuracy and adherence to legal standards.
- Assisted in rehabilitation and reintegration programs, providing counseling support and connecting offenders to employment and social services.
- Collaborated with law enforcement, legal

professionals, and community organizations to facilitate successful parole and probation outcomes.

- Observed and participated in court hearings, case reviews, and legal proceedings, gaining insight into the judicial process.

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## Education

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2013-06 -  
2019-06

### **Bachelor of Arts: Political Science**

*Mindanao State University - General Santos,  
Philippines*