

BRETHA MARIE E. DAGAMI

WORK EXPERIENCE

MANAGER (OWNER)

Kitchenamit Restaurant | January 2022 - July 2023

- Small Business Owner: Management, Operations, Marketing, Human Resources, Accounting, Planning & Execution, Social Media

HAPPINESS AMBASSADOR

BARK & Co. | November 2018 - December 2021

- Customer service support: email, chat & text (via Zendesk)

PROOFREADER

Brightwork Research & Analysis | February 2020 - June 2021

- Proofread Articles, Update WordPress Articles, YouTube Video Management

VIRTUAL ASSISTANT

Tim Bingham | January 2020 - December 2020

- Administrative Tasks, Online Research, Content Management, Coordinator

BOOK PRODUCTION SPECIALIST

Black Card Books | August 2016 - October 2018

- Project assistance and coordination
- Create, edit, and proofread book titles and subtitles
- Coordinate the author's book cover ideas to graphic designers
- Proofread the finalized approved book cover before presenting to authors
- Research contact information of possible book endorsers

SOCIAL MEDIA ANALYST

Decision Making, Analysis and Intelligence | June 2014 - November 2015

- Research and analyze auction items to be categorized in their respective classification to correctly reflect in the auction website
- Hit daily target of categorized auction items
- Quality review of other agents' work

REPORTS ANALYST

Shore Solutions | November 2011 - January 2014

- Gather agent and line of business (LOB) data from specific client and internal tools
- Convert data into useful information for the Operations team's use
- Prepare daily, weekly, monthly, quarterly, and annual reports for management use

BUSINESS INTELLIGENCE ANALYST

JP Morgan Chase & Co. | December 2010 - July 2011

- Handled the Proof and Control line of business where data and reporting revolves on balancing the company's books which involves a lot of numbers and money
- Download data from different tools such as SAP and Business Objects
- Prepare daily and weekly reports such as Interbank reports, Global Electronic Cash Operations and Liquidity flash reports, Settlement and Losses Reports

REPORTS ANALYST

Teletech | November 2009 - November 2010

- Gather agent and line of business (LOB) data from specific client and internal tools
- Convert data into useful information for the Operations team's use
- Prepare daily, weekly, monthly, quarterly, and annual reports for management use

Sutherland Global Services

REPORTS ANALYST | MARCH 2008 - OCTOBER 2009

- Gather agent and line of business (LOB) data from specific client and internal tools.
- Convert data into useful information for the Operations team's use. The information is presented in Excel format.
- Prepare daily, weekly, monthly, quarterly, and annual reports for management use.
- Our department is part of the Centralized Operations Team, together with the WorkForce Management Specialists and the Call Center Operations Desk positions.
- Sample reports we do are Stack Ranking Reports used for annual performance appraisal (we also do the supervisor's and senior associates ranking), and financial reports which shows the billable hours and the amount the company should be paid for by the clients. The reports are not limited to these, and we also do data analysis of them.



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WORK EXPERIENCE (CONTINUATION)

- Each reporting analyst is given a specific client company to be handled, my account was eBay.
- Our job also includes meetings with the supervisors and managers or the top management, if there are any concerns, new information or changes within the account we handle. From time to time, we also meet with the client representatives whether they are visiting the Philippine office or over a conference call.

MICROSOFT OUTBOUND EXECUTIVE | JULY 2007 - MARCH 2008

- Outbound call associate for Microsoft Office Live team.
- Do welcome calls to clients who sign-up for the website and check if they need any help. Provide additional information regarding the service. We were trained to discuss the product and to assist with the process on how to navigate the website.
- While with this team, I was internally appointed as Change Manager by the Assistant Program Manager. As the team's point-of-contact, I was in-charge of informing the team of new information or changes about the service and if the members have concerns or questions.
- I was asked to do additional research about enhancing the service we offer to be able to walk the extra mile for our clients.
- In addition, I was assigned as the Adherence Manager to check if the team is hitting the targets and coach them on what their good points and their areas for improvement are. It was more of mentoring the other team members.

CUSTOMER SERVICE REPRESENTATIVE

Convergys Corporation | October 2005 - February 2007

- Initially an inbound call associate for a US satellite TV company for the first few months.
- After that, I worked mostly as an email customer service representative. We handled inquiries regarding products and services. We were trained as front-liners and should be able to assist with account information, billing, channel information, and basic technical support with the satellite TV system.

EDUCATION

DE LA SALLE UNIVERSITY - DASMARIÑAS

June 2001 - March 2005

College Graduate (Bachelor of Science in Computer Science)

University Scholar

HOLY SPIRIT SCHOOL

June 1998 - March 2001

High School: *Graduated with Honors*

SKILLS

Editing/Proofreading

Email/Chat/Text Support

Administrative Support

Customer Service

Fluent English Communication

Basic Canva Skills

Online Tools (Google Docs/Drive etc)

Tech Savvy

LINKS

