

CALVIN POLIQUIT



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Career Objective

To be part of an organization who appreciates employee's hard work and to utilize the skills I have obtained through previous work experiences. I have the confidence and enthusiasm in working as a team to achieve the organization's goals.

Work Experience

September 2023–May 2024

Virtual Assistant/ TellaBuilders Contractor

March 2021–September 2023

End User Support – Technical, Chat & Email Support/ IntegrityNet Solutions Services

June 2019–June 2020

Customer Service • Technical Support • Teletech Lipa Office

Nov 2018–May 2019

Customer Service • CSR • The Results Company – Lipa Office

May 2018–Nov 2018

Customer Service • CSR • Alorica Lipa Office

Oct 2010–July 2017

Management • Sr. Facilities Assistant • Parsons Corp Dubai Office

Education

KARAMA - LANGUAGE COMPUTER CENTRE - Dubai

Vocational in Hardware & Networking

August 2014 to November 2014

University of Mindanao - Davao City

Bachelor's Degree

2nd Year Completed in Human Resource Management

2005 to 2009

Duties/ Job Specification

Tella Builders LLC, FL USA

Offered Services – Home Renovation and Construction Works, Building an Addition (Garage, Concrete, additional rooms etc.), Sunroom or Patio Enclosure, Kitchen & Bathroom Remodeling, Major Home Repairs & Renovations, Roofing works, Deck and Porch Building or Replace, Major window installation, Addition to Existing Structure.

Home/Apartment/Condo

Direct Supervisor: Dan Bailey/ Mobile: +639603809092

Virtual Assistant

Appointment Setter/ Cold Calling

- Contacting potential Leads using multiple web-based tools from a list to explain the offered product or services of the company and to gauge interest of potential Lead/client.
- Answering their questions about the project related to offered services and determine how interested they may be for free estimation during site visit.
- Gathering Leads contact and address information for appointment schedule booking. (Fullname, Cellphone, email, address, and other scope of work/project)
- Posting successful lead for booking appointment thru group channel in order to populate the information throughout the team.
- Processing Lead bookings using LEAP tool (web-based platform for Calendar Booking, Client information, Project Status, and List for potential Leads)
- Conduct online research during call in order to find and match the correct address of the Lead/client, and other details for given list of companies to check.
- Make a call follow up for submitted building permit status in State City offices

Office Management Work

- Monitoring incoming/outgoing emails
- Responding to all emails and notifying other team for specific email messages
- Answering calls and emails for other related query (Subcontractor, Job Seekers, Purchase Payment process, etc.)
- Working on Google suite/workspace to process and monitor assigned task (Google Account for Lead Dispute process, Google Page Review/Comment, Updating shared files such as Excel, Word, and other webtools)
- Processing purchase payment via phone calls for Project Managers using authorized Credit and Debit Card, in Home Depot and to any other stores.
- Creating daily work report to submit to Boss/Owner before COB.

Tools

RingCentral (softphone)/ LEAP Workcenter (Calendar Booking and Lead Information system) / Angi LEAD list platform/ Zoom,Whatsapp (group/office channel comms.)/ Google Workspace-Suite – Email, Business Links (Reviews), Google Accounts (Open Leads/ Reports – disputes, shared files, Directory Link),

IntegrityNet Solutions & Services


Address: Pallocan West, Joseling Road, Batangas, 4200 Batangas

Account: Intralinks // <https://www.intralinks.com> US Based, Deal-sites/datarooms

WFH setup

➤ End user Support / Tech, Chat, and Email

We deliver help to system users by responding to client queries, solving technical problems and retaining an organizational network, product, platform and computer peripherals(user's end).



Intralinks is an independent organization that hosts online Virtual Datarooms and On-Demand Exchanges. Intralinks offers a safe and secure online area where you may retrieve and review documents, collaborate and share information and house your documents. All you need is Internet access, a web browser, and an email address.

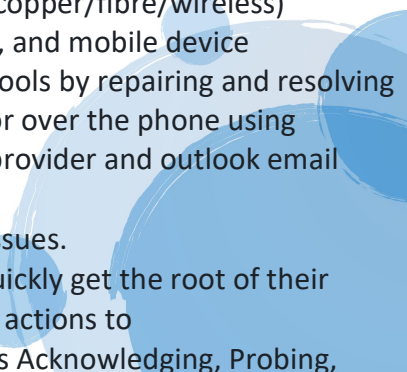
Supported Users/Client - **Mergers and acquisitions, Alternative Investors, and Banking and Security**


- Platform navigation and accessing exchanges project/fund (VDRpro, VIA, and InvestorVision)
- Uploading/ downloading and Printing Documents (protected or non-protected files)
- Profile Update Request (names, emails, and organization) validation (users or on-behalf) and authentication process (approvals and requirements)
- Login links for Exclusive Single Sign-On (*no password required*) and Single Sign On (OTP or one-time password) user access
- Login Assistance – Password Reset Request (via verification process)

Tools and Resources; web-based platform

- Support360 & IL5view (Microsoft Login) Users/Client account verification process platform (*Global Users Directory tool in Intralinks*) Account, Workspace, and Exchanges Status
- RN (Rightnow CRM) for ticketing, Chat, and Email processing
- **ZENDESK** platform - for ticketing, Chat, and Email (*internal/external*) processing
- MS **Outlook** for Internal Support and External communications
- CS Wiki (for Work-instruction Hierarchy and Knowledge-based website), E-SSO Clint List link, Compliance, Client Helpdesk, and Account Status link
- **Microsoft Teams** – for Internal Communication Channels, ticket assignments, request approvals, product announcement (platform outages, changes and updates etc.)

**Technical Support - Broadband, Mobile and Email Help Desk
SPARK Acct - New Zealand / TELETECH LIPA**

- Diagnosing any Broadband(copper/fibre/wireless) connections, telephone line, and mobile device faults with a based system tools by repairing and resolving the issues either in person or over the phone using CRM/MNET/ICMS PORTAL provider and outlook email resources tool.
 - Troubleshooting technical issues.
 - Speaking to customers to quickly get the root of their problem through a series of actions to
 - Resolve a problem key notes Acknowledging, Probing,
- 



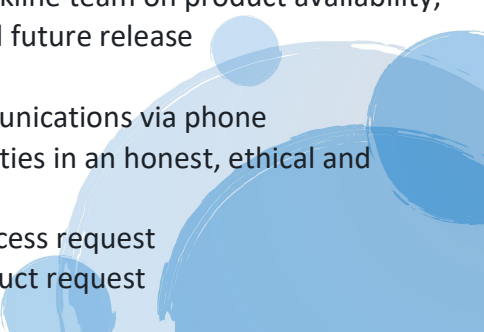
Assurance and Ownership.

- Conducting electrical safety checks on equipment connections over the phone.
- Providing support in the form of procedural documentation for escalation process.
- Managing multiple cases at one time.
- Testing and evaluating new technologies such as modem device connections.
- Resolving network issues.
- Providing timely and accurate customer feedback via email.
- Installing and configuring broadband connections.
- Diagnosing mobile faults through recovery service via Mnet spark tools
- Resetting email password and reinstating Xtramail account performing diagnosis while guiding end-users through step-by-step solutions with the approval of supervisor.
- Processing ticket request to send out actual technician to conduct connection servicing via multiple network provider as per format requirements. Chorus Fibre, Ultra-Fast Fibre Enable and more.

Customer Service Representative – Order Entry

The Results Companies – Lipa


Alorica Lipa, Batangas – Lipa

- Provide an exceptional customer experience by ensuring the customer is always the priority
 - Leverage product knowledge to increase sales by educating and assisting the customer in
 - making the best choice
 - Responsible for timely and accurate processing of orders received from sales staff, agents and
 - retailers in an effort to meet and exceed all quality and exceed customer expectations
 - Perform order entry for all customers/clients request
 - Verify product availability and sundry requirements
 - Resolve discrepancies on purchase orders and method of payment and other types of orders
 - Coordinate with the Backline team on product availability, product back orders and future release
 - purchase orders
 - Answer incoming communications via phone
 - Carry out all responsibilities in an honest, ethical and professional manner
 - Damage / Defective process request
 - Refund / Exchange product request
 - Delivery Tracking
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**Facilities Assistant Management – Coordinator/ Safety Office Inspector/
Assistant IT Technician Parsons Corporation - Dubai**
Industry: Engineering and Technical Consultancy

- Oversee and manage the day-to-day operations of the assigned building or facility.
 - Inspect entire buildings to identify general corrective maintenance as necessary for proper maintenance and operation of various equipment, fixtures, etc.
 - Assisting with projects such as reconfiguring buildings, moving office space, and other light facilities functions.
 - Revision of office employee headcount to maintain FM mobility records with the approval of manager.
 - Monitoring helpdesk tickets, building parking space allocation, and respond/resolve employee issues.
 - Handle building repairs (retain a contractor to do the work) and oversee both janitorial and maintenance services.
 - Coordinates organized office refurbishing or relocation as per project approval including layout plans.
 - Monitoring activities for waste disposal(toner printer's) and recycling(paper & unused documents).
 - Prepare monthly occupancy status reports to management.
 - Process all vendor and internal expenses that covers monthly consumption budget allocated with
 - FM team to avoid discrepancies and latency in terms of project team budgeting(e.g.) stationary supplies, project base supplies, facilities and utility supplies, IT and Facilities supplies equipment.
 - Maintain and manage physical asset and storage site inventory.
 - Document retrieval for both internal and external project documents in subcontractor offsite storage.(superseding history log's if necessary) .
 - Effective correspondence throughout email, voice and verbal conversation.
 - Ensure compliance with health, safety, efficiency, and management of property.
 - Perform office health protocol (e.g.) monthly safety meeting, H&SE training, emergency evacuation drill, and frequent office safety inspections.
 - Monitoring security systems, alarm emergency, and IT data server provider.
 - Installation/disassemble IT equipment's including telephone and multi-function devices that assigned, prior to all arriving and departing employee's.
 - Troubleshooting/ Diagnosing computer hardware parts such as graphics card, laptop functionality to identify faults/issue's to contact vendor provider(DELL) if device
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replacement or actual technician is needed.

- Recognizes port connections as assigned its workstation for relocation or movement purposes.
- Frequent checking of office temperature to monitor and maintain IT server equipment stability.

Awards

Parsons Certificate of Recognition October 2015 Completion of Five Years
Distinguished Service Parsons Safety Award September 2014 Health &
Safety inspections throughout office premise.

Certifications

Heartsaver First aid/ CPR AED June 2014 to June 2018 In accordance with
the standards & guidelines set by the American Heart Association -
AHA International SOS EEMEA

Workplace Ergonomic Course NASP – National Association of Safety
Professionals March 2016 Credential ID 503380

Parsons - Office Safety, Health & Environment (SH&E member) January
2012 to Present First Aider Floor Warden Incident Reporting

