| **Cardeve Gustilo Delgado**  Address: Block 2 Lot 9 Florenceville Subd. Pahanocoy, Bacolod City  Tel.No.0344442114  Mobile No.+639686162614  Email Add: evedrac07@gmail.com    **Objectives:** To apply as a **Virtual Assistant** |  |
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| **PERSONAL DATA** | |
| --- | --- |
| Age: | 40 |
| Date of Birth: | Feb 7, 1984 |
| Gender: | Male |
| Height: | 175 cm |
| Weight: | 75 kg |
| Nationality: | Filipino |
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| **WORK EXPERIENCE** | | |  |
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| Position: **Database Manager/ISA**  Duration: January - Present  Company Brivity VA  Industry: Real Estate (The David Greene Team)  Location: Bellingham, Washington Department: Outsource VA under Place Inc.  Description: ADHOC, non-voice task, data clean up    Position: **Admin Associate**  Duration: August 2023 - Present  Company Ray White AKG  Industry: Real Estate (RTT)  Location: Brisbane, AU  Department: Outsource VA under Tactical Business Solutions  Description: ADHOC, non-voice task, data clean up  Position: **General Virtual Assistant**  Duration: August 2023 - Present  Company Stan AI, Discount Mags, AI Academy  Industry: Real Estate, Online Magazine, Online School  Location: Berkeley, CA  Department: Outsource VA under WING Assistant  Description: ADHOC, non-voice task, data clean up  Position: **General Virtual Assistant**  Duration: June 2023 – September 2023  Company Toned Homes AC and Remodeling  Industry: HVAC  Location: San Antonio, TX  Department: Outsource VA under Crukus Marketing  Description: Telemarketer, Appointment Setter and customer service    Position: **General Virtual Assistant**  Duration: February 2023 – May 2023  Company RDA Home Investors and Best Asset Recovery  Industry: Real Estate, Surplus Funds  Location: Doral, Fl  Department: Bacolod Branch  Description: CRM specialist, Leads Generation, Utility Specialist, Appointment Setter/Cold Calling, and Surplus Funds Specialist    Position: **Virtual Assistant / Appointment Setter**  Duration: July 2022 – November 16, 2022  Company Linda Welsh Realty  Industry: Real Estate  Location: Dallas, Tx  Department: Bacolod Branch  Description: Leads Generation and Appointment Setter/Cold calling      Position: **Virtual Assistant / Appointment Setter**  Duration: February 2022 – June 2022  Company We Buy Homes near You  Industry: Real Estate  Location: Phoenix, Az  Department: Bacolod Branch  Description: Leads Generation and Appointment Setter/Cold calling  Position: **Virtual Assistant/ Utility Specialist**  Duration: August 3 2016 – July 2022  Company: Utility Connect  Industry: BPO  Location: Texas USA  Department: Outsource Philippines  Description: Data Entry, Invoicing, Leads Generation, Utility Specialist, Customer Service, Appointment Setter and Email Support              Position: **ESL Teacher**  Duration: December 7,2015 – July 15 2016  Company: We Teach Online  Company Industry: ESL Company  Location: Bacolod City  Department: TAL – Le Waijiao  Job  Description: Regular Class and Phonics Teacher    Duration: Oct 2014 - Aug 2015  Company: Ubiquity Global Services  Company Industry: BPO/Call Center/Financial Services  Location: Bacolod City  Department: RushCard Back Office  Job  Description: Cardholder document verifier  making sure that all sent documents were valid  Position: **Back Office Specialist** | | |  |
|  | Position: | **Technical Support Representative** | |
| Duration: | Oct 2013 - Oct 2014 | |
| Company: | Teletech Bacolod | |
| Company Industry: | Call Center / IT-Enabled Services / BPO | |
| Location | Bacolod City | |
| Department: | HSI Support | |
| Job Description: | Assisting customers in their internet connection, providing them troubleshooting steps on how to be back online. | |
|  | Position: | **Technical Service Associate** | |
| Duration: | Oct 2011 - Oct 2013 (2 yrs) | |
| Company: | Convergys Inc. | |
| Company Industry: | Call Center / IT-Enabled Services / BPO | |
| Location | Bacolod City, Philippines | |
| Department: | Time Warner Cable (DSOE) | |
| Job Description: | Assist time warner cable dsr to complete their order and put their sales on time warner sales database. Provide some updates on what promotion time Warner has. | |
|  | Position: | **Technical Support** | |
| Duration: | Oct 2010 - Sep 2011 (1 yrs) | |
| Company: | Panasiatic Solutions Inc | |
| Company Industry: | Call Center / IT-Enabled Services / BPO | |
| Location | Bacolod City | |
| Department: | Operations | |
| Job Description: | I'm a Straight Talk agent, which is a telecommunication prepaid account. I activate customers prepaid card and assist whenever they have trouble in using their phone | |
|  | Position: | **Customer Service Representative** | |
| Duration: | Oct 2009 - Jun 2010 (0.7 yrs) | |
| Company: | Transcom Worldwide | |
| Company Industry: | Call Center / IT-Enabled Services / BPO | |
| Location | Bacolod City | |
| Department: | Operations | |
| Job Description: | In Sears, I do sales and offer some promotions available for the season. And for comcast, activating cable boxes for customers and troubleshooting whenever they have problems on their account. | |
|  | Position: | **Customer Service Representative** | |
| Duration: | Oct 2006 - Oct 2009 (3 yrs) | |
| Company: | Teleperformance Inc. | |
| Company Industry: | Call Center / IT-Enabled Services / BPO | |
| Location | Bacolod City | |
| Department: | Operations | |
| Job Description: | I was a representative with Motorola, Priceline and Barclaycard. All companies are all about customer service, and customer satisfaction. I provide information about the product I supported, give them assistance and some updated information from the company. | |
|  | Position: | **Ground Clerk Assistant** | |
| Duration: | Jun 2005 - Oct 2005 (0.4 yrs) | |
| Company: | Air Philippines Inc | |
| Company Industry: | Airline / Aviation | |
| Location | Bacolod City | |
| Department: | Ticketing and Operations | |
| Job Description: | I was a trainee back there, I put passenger's names on the system, I assigned their seats and put their ticket number into our flight database. | |
|  | Position: | **Service Crew** | |
| Duration: | Oct 2004 - May 2005 (0.6 yrs) | |
| Company: | Jollibee Food Corporation | |
| Company Industry: | Food & Beverage / Catering / Restaurant | |
| Location | Bacolod City | |
| Department: | Operations | |
| Job Description: | Work as a service crew, i deliver food to the customer's, bus the tables and make sure that the dining area is clean and sanitize | |
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| **EDUCATION** | | |
| --- | --- | --- |
|  | **Highest Education** | **Second Highest Education** |
| Education Level: | Bachelor's / College Degree | High School Diploma |
| Education Field: | Commerce | Advertising / Media |
| Course: | Bachelor of Science in Business Administration | High School Grad |
| School/University: | ABE International Business College |  |
| Location: | Bacolod City |  |
| Date: | Nov 2001 - May 2006 | Jun 1996 - Mar 2000 |

| **LICENSES/CERTIFICATIONS** | | | |
| --- | --- | --- | --- |
|  | **License/  Certification** | **License/  Certification No.** | **Date** |
| 1. | Driver’s License | F01-12-000500 | Feb 7, 2017 |

2. Passport EC2478739 Oct 20,2019

| **SKILLS** | | | |
| --- | --- | --- | --- |
|  | **Skill** | **Years of Experience** | **Remarks** |
| 1. | English communication skills | 7 | Work with Top BPO companies such as: Convergys and Teleperformance, those are international companies. |
| 2. | Computer Savvy and Literate | 13 | Knows how to troubleshoot basic technical problems and proficient in Microsoft office applications and android based smartphones and tablets |
| 3. | Driving Light to medium vehicles | 10 | with driver’s license |

| **TRAININGS/SEMINARS** | |
| --- | --- |
| **Date** | **Topic/Course Title** |
| Oct 17, 2011- Oct 8, 2011 | English 101  Mariz Javellana and Pamela Fermin  Convergys Bacolod |

| **LANGUAGES SPOKEN** | | | |
| --- | --- | --- | --- |
|  | **Language** | **Proficiency Level**  (5=Excellent; 1=Poor) |  |
| 1. | English | 5 |  |
| 2. | Filipino | 5 |  |

| **REFERENCES** |
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Carla Lizares

Owner/CEO

We Teach Online

Psalm Dote

Senior Supervisor

We Teach Online

Lovely Austria

Team Leader

We Teach Online