| **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** |
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| 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 - PresentCompany Brivity VAIndustry: Real Estate (The David Greene Team)Location: Bellingham, WashingtonDepartment: Outsource VA under Place Inc.Description: ADHOC, non-voice task, data clean up Position: **Admin Associate**Duration: August 2023 - PresentCompany Ray White AKGIndustry: Real Estate (RTT)Location: Brisbane, AUDepartment: Outsource VA under Tactical Business SolutionsDescription: ADHOC, non-voice task, data clean upPosition: **General Virtual Assistant**Duration: August 2023 - PresentCompany Stan AI, Discount Mags, AI AcademyIndustry: Real Estate, Online Magazine, Online SchoolLocation: Berkeley, CADepartment: Outsource VA under WING AssistantDescription: ADHOC, non-voice task, data clean upPosition: **General Virtual Assistant**Duration: June 2023 – September 2023Company Toned Homes AC and RemodelingIndustry: HVAC Location: San Antonio, TXDepartment: Outsource VA under Crukus MarketingDescription: Telemarketer, Appointment Setter and customer service Position: **General Virtual Assistant**Duration: February 2023 – May 2023Company RDA Home Investors and Best Asset RecoveryIndustry: Real Estate, Surplus Funds Location: Doral, FlDepartment: Bacolod BranchDescription: CRM specialist, Leads Generation, Utility Specialist, Appointment Setter/Cold Calling, and Surplus Funds Specialist  Position: **Virtual Assistant / Appointment Setter**Duration: July 2022 – November 16, 2022Company Linda Welsh RealtyIndustry: Real Estate Location: Dallas, TxDepartment: Bacolod Branch Description: Leads Generation and Appointment Setter/Cold calling  Position: **Virtual Assistant / Appointment Setter**Duration: February 2022 – June 2022Company We Buy Homes near YouIndustry: Real Estate Location: Phoenix, AzDepartment: Bacolod BranchDescription: Leads Generation and Appointment Setter/Cold callingPosition: **Virtual Assistant/ Utility Specialist**Duration: August 3 2016 – July 2022Company: Utility ConnectIndustry: BPOLocation: Texas USADepartment: Outsource PhilippinesDescription: Data Entry, Invoicing, Leads Generation, Utility Specialist, Customer Service, Appointment Setter and Email Support      Position: **ESL Teacher**Duration: December 7,2015 – July 15 2016Company: We Teach OnlineCompany Industry: ESL CompanyLocation: Bacolod CityDepartment: TAL – Le WaijiaoJobDescription: Regular Class and Phonics Teacher Duration: Oct 2014 - Aug 2015Company: Ubiquity Global ServicesCompany Industry: BPO/Call Center/Financial ServicesLocation: Bacolod CityDepartment: RushCard Back OfficeJobDescription: Cardholder document verifiermaking sure that all sent documents were validPosition: **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 |
|  |  |  |  |

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

 2. Passport EC2478739 Oct 20,2019

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

| **LANGUAGES SPOKEN** |
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|   | **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