



CHARMIS JOY RAMOS

FREELANCER



Contact



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Skills

Customer Service Specialist

Cold Calling

Sales

Data entry

Photo and video editing in canva

Social \Media Management

Email Management

About Me

I have five years of working experience in BPO and handling US-based accounts as a customer service or sales specialist. My experience in BPO has likely given me excellent communication skills, an ability to work well under pressure, and the ability to solve problems quickly and effectively. I have developed valuable skills that are highly sought-after in many industries.



Education

B.S SOCIAL WORK

Graduated 2019

Iloilo Doctors College

Work Experience

Avatar Technologies

2015-2017

Lead Generation Specialist

- We are answering calls through an automatic dialer; we don't have to speak since there is a button that you just need to click, including call flow. Once customers agree, we need to transfer the call to the verifier to close the deal..

Iqor Philippines

2018-2019

Customer Service/Sales specialist

- We are the ones taking orders. Communicating with the florist about the orders. Track package . process refunds and replacements. Helping customers learn how to navigate online

Convergent Nearsol

2019-2022

Customer Service/Collection Specialists

- My role includes assisting customers with refund and replacement requests, processing payments and orders, and verifying item information

Hgs Philippines

2022-203

Customer Servide Specialist

- My role includes assisting customers with refund and replacement requests, processing payments and orders, and verifying item information