

# DOMINIC ALBERTO

09628141668



dominicalberto.jobs@gmail.com



196 Alpha street, VGH Concepcion Grande,  
Naga City, Camarines Sur, 4400



## SUMMARY

Highly organized and goal-driven with a strong focus on detail, efficiency, and delivering exceptional support. Adept at managing tasks, streamlining operations, and providing proactive solutions to improve productivity. Skilled in communication, time management, and problem-solving, with a commitment to delivering results on time and exceeding expectations. Eager to contribute to a dynamic team by leveraging my diverse administrative and technical skills to support business growth and operational excellence.

## EDUCATION

### Ateneo de Naga University

2014 – 2020

BPE SPE- Bachelor of Physical

Education major in School Physical Education

### Naga College Foundation

2010-2014

## SKILLS

- Ability to work under pressure
- Can easily adopt with
- peoples diversity
- Leadership skills
- Computer Literate
- Verbal and written
- communication skills
- Social skills
- Critical thinking skills
- Team player

## PROFESSIONAL EXPERIENCES

### HTMart – Customer Success Expert

June 3, 2023 - Dec 10, 2024

I ensured customer satisfaction and success through onboarding, training, support, and proactive engagement. I fostered strong relationships with customers, collected feedback for product improvement, and maintained accurate documentation. Key achievements include successful onboarding of new customers, increased retention rates, and recognition for dedication to customer success. Skills utilized include excellent communication, interpersonal skills, CRM proficiency, use of canva, multitasking, and other AI tools like chat GPT

### Gateway Visa Solution – Branch Manager

August 2020 - March 1, 2024

I am responsible for conveying deadlines and sales targets to team members and ensuring high-quality customer service by engaging with customers, addressing inquiries, and efficiently resolving complaints. Additionally, I develop tactics to encourage team members to comply with company policies and meet performance objectives. My role involves supervising the team and overseeing branch operations, with a particular emphasis on recruiting clients interested in studying and working in Canada through the student visa program.

### Fitness and Wellness Coach

November 2014 – July 2020

As a Fitness and Wellness Coach, I create personalized meal plans and fitness programs based on BMI, monitor clients' progress and health metrics (including vitamins), and onboard new clients to support their overall wellness journey.

# DOMINIC ALBERTO

---

09628141668



dominicalberto.jobs@gmail.com



196 Alpha street, VGH Concepcion Grande,  
Naga City, Camarines Sur, 4400



## EXTRA CURRICULAR

---

- Ateneo de Naga University Choir (Tenor 2)  
January 2018
- Ateneo Mens Volleyball Team (Team Captain)  
August 2020
- Human Rights and Peace Club Education (President)
- Sanguniang Tagapagtaguyod ng Edukasyon Pilipino (Member)  
August 2020

## INTERNSHIP

---

- TEACHING INTERNSHIP  
Naga City Science High School  
March 2020 – May 2020

## TOOLS

---

- Hubspot CRM
- Shopify
- Office 365
- Canva pro
- Chat GPT
- Facebook ads Manager and etc.
- Teams
- Slack

## PROFESSIONAL EXPERIENCES

---

### Deck Ready - Appointment Setter /Telemarketer

May 2018 – September 2019

I scheduled a meeting with a company specializing in deck refurbishment and a variety of home improvement services such as roofing, bathroom renovations, and window installations

## CERTIFICATIONS

---

### CONTENT MARKETING CERTIFICATE

have been tested on best practices and are capable of applying them to long-term content planning, content creation, promotion, and analysis, and increasing results through growth marketing.

### SOCIAL MEDIA CERTIFICATE

have been tested on best practices and are ready to take an inbound approach to social media including: social monitoring, content strategy, social engagement, creating social media policies, and demonstrating social ROI to stakeholders.

### SOFTWARE SERVICE HUB CERTIFICATE

have been tested on and are fully capable of understanding and improving the customer experience through the use of Service Hub concepts and best practices.

## CHARACTER REFERENCE

---

### Jasmin Alba

Operations Manager  
HTMart.com  
jasmin@mcpix.io

### Jessica Jardin

LinkedIn Assistant  
Client Engagement Academy  
09704696621

### Mary Jenny Pingol

Ideal Visa Consultancy  
International Education Counselor  
09554662299