



# Eda D. Porras



## Contact

Address: Brgy. Libo-o Dingle Iloilo

Mobile: 639070283090

Email: edaporras911@gmail.com

Date of Birth: 06/03/2000

Marital Status: Single

Nationality: Filipino



## Skills

Customer Service

Can work under pressure

Know how to use Vicci Dialer

Can do Multi-tasking

Teamwork

Adaptability

Leadership

Know how to use Convoso

Time Management Skills



## Reference

### Mia Rodriguez

Agent/Cold Caller/ Outbound Call

Company: Trualliant BPO

Phone: 09073671247

Email: rodriguezrmia@gmail.com

### Dave Brian Dorado

Team Leader/ Team Support

Company: Teletalk

Phone: 09776362124

Email: ddorado.psa12@gmail.com



## Objective

Looking for a job to enrich my ability and wisdom by adopting new concept for further well trained person where I could improve my personality and skills



## Experiences

### Outbound and Inbound Voice Agent Trualliant BPO

14/10/2022 - 26/10/2023

•Following mandatory guidelines to set quality call assurance • Confirming information of Interested Leads •Offering Healthcare Insurance •Transferring Qualified Leads to Clients

### Outbound Voice Agent

### Telcall BPO Services

09/11/2023 - 03/05/2024

•Qualifying interested leads •Ensuring that Leads is highly interested for quality call Assurance •Submit daily and weekly productivity attendance result via Skype.

### Vaccinator

### Province of Iloilo Job Hire

02/03/2022 - 30/07/2022

Giving vaccines shot to the patients to prevent the lately known Covid 19 Virus.



## Education

### Bachelor of Science in Education Major in English

### Passi City College

2021-2022



## Achievements & Awards

Consistent Top Performer of the Day. -Trualliant BPO



## Additional

Im a Hardworking employee with a experience in providing Quality Leads and Services to clients. I have willingness to take more added responsibilities to achieve goals. Im also ready to help teams to meet the desired goals.



## Interest

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Teambuilding

Travelling