

# ERIC LLANO

📞 09543400241

✉ ELLISHEATHER1523@GMAIL.COM

📍 1657 KAMATIS ST,  
MANGGAHAN, PASIG CITY PH

## PROFILE

Dynamic, results-driven professional with over 7 years of experience in the BPO industry, specializing in technical support, sales, and training. Proven track record of exceeding sales targets and boosting customer satisfaction. Experienced with CRM tools like Salesforce, HubSpot for sales, and Zoho for tech support. Adept at coaching and mentoring teams to achieve success. Eager to leverage my skills and expertise to contribute to your organization's growth and success.

## WORK EXPERIENCE

### ■ 2016-2019

Transcom PH

#### Customer service T2/Upselling

- Manage complaints from the TI agents, Upsell new product and upgrade.
- Managing emails and reports daily resolve and unresolve cases.
- Manage compensation and refunds.
- Do retention.

### 2019-2021

HCLTech PH

#### IT Helpdesk Technician I

- • Help customers with the technicality of their devices like their printers.
- Do troubleshooting with their computers remotely via ZOHO crm.

### 2021-2024

Concentrix PH

#### Technical support T2/Upselling B2B Team Leader/Sales coordinator

- Do troubleshooting and upselling.
- Do coaching and workshop for sales
- Do reporting and client touchpoint daily.

## EDUCATION

2012-2016

### SAMAR STATE UNIVERSITY

- Bachelor of Secondary Education
- Technology and livelihood education

## SKILLS

- Project Management
- Customer Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Trained CRM's

## CRM AND TOOLS USED

- Salesforce
- Zendesk
- HubSpot
- Pipedrive
- Microsoft 365
- Genesys
- RingCentral
- Zoho