



Gerome D. Tordesillas

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PERSONAL PROFILE

Worked in the BPO industry for about 5 years now. Has an experience in Technical Customer Support and customer service also worked as a Virtual Assistant providing services ranging from admin tasks, social media management, lead generation, sales and cold-calling, and online teaching in Microsoft Office Fundamentals.

WORK EXPERIENCE

ENGAGEMENT SPECIALIST

Startek Philippines Iloilo (Spectrum)

July 2018 – October 2019

- Helping and providing service to quality service to the customers with their equipment.
- Handled Billing and account documents.
- Explaining customers' bills.
- Taking customer's payments

Virtual Assistant

Customer Service (International Clients)

November 2019 – February 2023

- Answering Phone calls and Emails Queries
- Working on general administrative tasks
- Gathering Leads/Lead Generation
- Managing social media for Client's Business
- Editing photos and videos for Business advertisements
- Sorting/Keeping Files and documents

EDUCATION

UNIVERSITY OF ANTIQUE

Bachelor Degree Holder

Graduate of BS in Information Technology Class of 2018

- College department student representative for University of Antique Student Government.
- Member and Officer for Future Leaders of the Philippines.
- Member of the College Department Provincial Officer.



SKILLS

- Great communication and interpersonal skills.
- Excellent organizational and multi-tasking skills.
- Great writing skills.
- Can work in a timely manner yet with a quality output.
- Basic Programming Skills
- Fast Learner



QUALIFICATIONS

- Knowledgeable in Microsoft Office Applications, CRM and Database websites, Photo and Video editing software (Adobe Programs, Filmora, Vegas, Adobe Photoshop). Good English communication in conversational/writing skills.
- Willing to be trained.



OBJECTIVES

To utilize my knowledge and skills in the top likely way for the implementation of organizational goals. In quest of a position in a top company where I am able to transmit the knowledge gained through my bachelor's degree. I determinedly deemed in the principle of implementing my duties with loyalty and courage.