

JERVY CABALLERO

Address: 1192 Sampaguita Street, Panasahan, Malolos City, Bulacan Philippines.

Phone: +639914533514

Email: Caballerojervy@yahoo.com

OBJECTIVE

To deliver exceptional and precise service to clients while sharing my knowledge and experience to contribute positively to the company's growth.

EXPERIENCE

Comet Skin Beauty Products Trading | Owner

[June 2022 - Present]

- Ensuring product availability and stock management
- Handling online orders and ensuring the timely processing of orders
- Addressing customer inquiries related to orders
- Utilizing social media for brand promotion
- Identifying opportunities for product expansion

AFNI | Customer Service Representative (Verizon Wireless)

[February 2022 - May 2022]

- Delivered exceptional customer service support for clients
- Proficiently handled and resolved customer issues and disputes
- Maintained up-to-date knowledge of the products and services

VXI Global Solutions | Customer Service Representative (AT&T)

[September 2019 - July 2020]

- Demonstrated proficiency in billing processes, effectively managing customer accounts, and addressing billing inquiries accurately and efficiently
- Leverage sales opportunities during customer interactions, consistently achieving or exceeding upsell and cross-sell targets
- Cultivated strong customer relationships by addressing billing concerns and sales opportunities with empathy and professionalism

Transcom | Technical Support Representative (Talk-Talk)

[November 2017 - March 2019]

- Demonstrated expert Telco services and equipment knowledge, consistently resolving complex technical issues and inquiries
- Proficiently diagnosed and resolved customer technical problems, ensuring minimal service disruption and high customer satisfaction
- Provided clear and concise technical guidance to customers, helping them troubleshoot issues over the phone or through online channels

LICENSES AND CERTIFICATIONS

Social Media Management
KURSO PH

[2023 - No Expiration]

Graphic Design with Canva Course
KURSO PH

[2023 - No Expiration]

EDUCATION

College Level

Bulacan State University
Bachelor in Sports Science (undergraduate)

[2013 - 2015]

[2009 - 2013]

Secondary level

Marcelo H. Del Pilar National High School

SKILLS

- Email and chat communication
- Online research
- Basic property management administration
- Inbound and outbound call handling
- Problem-solving
- Basic troubleshooting
- Data entry
- Data analysis
- Email management
- Contact management
- Conflict management
- Workload management
- Graphic design
- Social media management

TOOLS

	1 Poor	2 Fair	3 Good	4 Very Good	5 Advanced
MS Word			X		
MS Excel			X		
MS PowerPoint			X		
Google Docs			X		
Google Sheets			X		
Google Slides			X		
Google Drive			X		
Canva				X	
Facebook				X	
Instagram				X	
Twitter			X		
LinkedIn			X		
Podio CRM			X		
Slack				X	