

Hi,

Greetings!

I hope this email finds you well. My name is Lance Arleigh P. Ballarta, I'm a third year Communication Research student from Polytechnic University of the Philippines, one of the top performing universities in the Philippines. I have skills in data gathering and making research outputs as it's my field of study. I also acquired skills on software navigation such as MS Document, MS Excel, MS PowerPoint, SPSS Statistical Tools, Canva Editing Application, Outlook, Microsoft teams—which are commonly used for research and data gathering works. My skills however are not limited to research field as I have a 2-year BPO experience as Technical Support Representative and Customer Service Representative.

When I was still in the company, I dealt with business customers and transact with company CEOs in the US through inbound calls, outbounds calls, or emails. I am also exposed to report managements which includes but are not limited to Sales report for Month-to-date, Week-to-date, End-of-the-day. I then present these report summaries to our manager and supervisor. I also share my insights for policy and business improvements when I am having a close-door meeting with our clients.

My previous work experience and academic background helped shape my skills in communication in both written and spoken, tool navigation, problem solving, and report presentation.

If you are interested to know more about me, please don't hesitate to reach out to me via email or outlook at lancearleighballarta152@gmail.com

Warm regards,

Lance Arleigh Ballarta



LANCE BALLARTA

COMMUNICATION
RESEARCHER

Contact

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Skills

Tool Navigation



Problem Solving



Critical Thinking



Communication



About Me

Skilled in software management and navigation such as MS Excel, MS Document, MS Teams, SPSS Statistical Tools, Zendesk, and Canva Editing Software. Has a 2-year BPO experience as Technical Support Representative and Customer Support Representative. Strong Communication skill in both written and oral.

Education

- Metro Manila College**
2019-2021
With Highest Honors
- Polytechnic University of the Philippines**
2021-Present
BA Communication Research

Work Experience

- (BPO) Teleperformance, Philippines (2022-2024)**
Technical Support Representative
 - Handles customers with their technical concerns. Previously an employee of a network provider AT&T.
- Customer Support Representative**
Business to Consumer
 - Handles consumer customers in purchasing goods and services. Takes inbound calls, outbound calls, and emails.
- Business to Business Support**
 - Handles Business support and transacting with Business CEOs in the US.
 - Creates Month-to-date, Week-to-date, End-of-the-day findings and present it to supervisor and managers.