

MANLANAT, LEVIC LIM

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S. Cabahug & J. Joaquin St., Mabolo, Cebu City, Cebu, 6000

CORE COMPETENCIES

- Property Management using: Airbnb
 - Airbnb Calendar Management
 - API Software
 - Outlook & Gmail utilization
 - Software Skills for both Windows & MAC OS (Docs, Sheet, Slides, Form, Powerpoint, Word, Excel, Powerpoint)
 - Canva, JIRA, ZOHO
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PROFESSIONAL EXPERIENCE

***TDCX (Airbnb) | January 2023 – Present**

Product Training Officer / Support Ambassador

Award: Certificate of Excellence- Top Training Officer of December 2024 with 99% rating.

- As an experienced Support Ambassador who handled emails, messaging, inbound & outbound calls, I possess in-depth knowledge across all tiers of Airbnb support, including Community Education, Resolutions 1 and 2, and Tier 3 concerns both the Hosts and the Guests.
- Delivering comprehensive training on Airbnb offerings such as Adventures, Experiences, and the newly introduced Services feature.
- Conducting refresher and upskilling training sessions for program staff (Agents and Team Leads).
- Managing onboarding process for newly hired agents before initiating product training.
- Designing and refining training resources along with co-trainers to optimize Learner readiness during ramp season.
- Collaborating with Operation Managers, Team Leads, including Quality Teams to implement initiatives that address agent knowledge gaps, such as calibrations, audits, and performance readouts.

***StartVirtual (Virtual Assistant) | May 2022 – November 2022**

- Cold calling for real estate appointment setting using provided leads.
- Performed cold calling for a Healthcare account, and assisted client with administrative task management.

***51 Talk | June 2022 – Dec. 2022**

Part-Time ESL Teacher

- Conducts 25 min. lesson (per session) to Chinese students (Adult/Kid).

***IPLOY Staffing Solutions | March 2021 – May 2022**

Customer Service Representative

- Inbound & Outbound calls, including email & mail transactions with patients, insurance company, facility staff, and attorney's offices.

- Managed healthcare account inquiries and billing concerns (payment processing, setting-up payment arrangements/ Autopay, bill disputes, reimbursements, refunds, sending itemized bill both email & mail).
- Addressed Durable Medical Equipment (DME) concerns and Updating Patient records.
- Checking insurance eligibility & Refiling rejected claims.

***EPERFORMAX Contact Centers & BPO | Feb. 2020 to Jan. 2021 (Rehired: Nov. 2022 to Jan. 2023)**

Customer Service Representative

- Provided customer support for two (2) major telecommunications accounts, specializing in both Prepaid and Postpaid services.
- Handled high volumes of inbound and outbound calls from customers and partner departments.
- Processed payments, setting up payment plans, disputes, refunds, bill explanation, and Autopay enrollment.
- Troubleshooting, plan enrollment, and adding/removing lines, and checking eligibility for phone insurance coverage and enrollment.
- Resigned and got rehired for the same role (2022), but for a food order-taking account.

***JoinPiggy Inc. (E-commerce) | October 2018 – January 2020**

Quality Assurance Analyst & Merchant Support Analyst

- Reaching out to affiliated online stores via email (gmail, yahoo, outlook), with VPN assistance.
- Store creation, categorizing and labeling done via Database.
- Bug testing (test & troubleshoot); store-testing (shopping and hotel sites).
- Creating JIRA tickets.
- Email sorting.
- Providing promo/discount codes and cashback rewards to customers.

***TeleQuest Voice Services (TQVS) | June 2018 – Sept. 2018**

Customer Service Representative

- Cold-calling to UK citizens asking direct marketing questions for ISP, appliances, and power source.

EDUCATION

Bachelor of Science in Information Technology
 State University of Northern Negros
 Old Sagay, Sagay City, Negros Occidental
 2014-2018

CHARACTER REFERENCES

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