

- Occasional article writing

Freelance writer for various websites and clients Jan 2010 – present

- Websites/Clients include: Hemmorx, Speed Dating NYC, Mobile Billboards NYC, Titan Media, Diamond Auto Glass, TEK Homes LLC, BAS Hardwood Flooring and TTS Trading

The Calvert Group Philadelphia, PA Jun2010 – Sept2010
Virtual RE Administrator

- Emailed prospective buyers and sellers of residential properties, lawyers and builders to tie up with his company
- Posted ads for properties
- Created articles for company's websites
- Received inquiry calls from potential buyers

American Auto Glass Alliance Phoenix, AZ Apr2010 – Jun2010
HR/TeamLead

- Posted job vacancies online and conduct screening and interview
- Processed payroll to be sent to the US
- Handled scheduling and staffing
- Took customer support calls when needed
- Trained new hires on product and system

Hobble Creek Trading Alabang, Philippines Jun2009 – April 2010
SEO Specialist

- Improved the volume or quality of traffic to a web site by writing articles, posting blogs and comments on different sites for an assigned client

StarTek International Makati, Philippines Sept2008 – Jun2009
Recruitment Specialist

- Interviewed walk-in applicants, sends out end-of-day report email, schedules qualified for Final Interview, updates applicant tracker, facilitates new hire orientation
- Headed the registration committee for the company's inauguration last January 2008. Tasks included were making call outs to VIPs (from US Embassy and other BPO industry's upper management).
- POC for StarTek Mountaineering Gig and StarTek Community GIG

E*Trade Access Worldwide Makati, Philippines Nov2007 – Sept 2008
Quality Associate

- Facilitated quality updates to agents
- Handled nesting class
- Provided real time coaching and feedback,
- Facilitates quality calibration with clients in the US
- Trained to take escalation/supervisor calls
- Organized AWWC Mountaineers and acted as their secretary
- Was featured "Access Peep" of the month (August 2007)
- Marketing head for endTAXicated (end of tax season party)

Financial Service Rep Access Worldwide August 2007 – Nov 2007
18th/f Yuchengco Bldg Ayala cor Sen. Gil Puyat, Makati Philippines

- Took customer support calls for E*Trade financial (US), tops quality metrics
- Promoted to Quality Associate after 2 months of taking calls

24/7 Customer CSR (Optus) Makati, Philippines May 2007 – July 2007

- Took customer support calls for Optus Australia
- Facilitated refunds, basic handset troubleshooting for clients

HSBC UK HSBC Electronic Data Collections Associate Alabang, Philippines February 2007 – May 2007

- Made outbound calls for HSBC UK Collections Department. In charge of updating delinquent customers' account and processing payment online. Maintains confidentiality of customer information

APAC Customer Services CSR Medco Alabang, Philippines October 2006 – Jan 2007

- Took customer support calls for MEDCO member services, checks order status, process payments and updates client's information

Expedia PeopleSupport Travel eRep Makati, Philippines Sept 2004 –Sept 2006

- Arranged flights, hotels and vacation packages for Expedia.com customers.
- Trained for changing flights and bookings online.
- Committed to providing excellent customer service at all times.
- Acted as team supervisor when team lead is not available thus takes supervisor/escalation calls.
- Volunteered Internship Program: conducted applicant phone interviews

ICT Group Philippines Inc TeleSales Representative Makati, Philippines April –Sept 2004

PeopleSupport Phil., Inc Travel eRep 12/14 Floor PhilamLife Tower Paseo de Roxas Ave., Makati City Philippines Makati, Philippines June 2003 – April 2004

- Arranged flights, hotels and vacation packages for Expedia.com customers.
- Trained for changing flights and bookings online.
- Committed to providing excellent customer service at all times.

Seminars / Training

Basic MS Excel Training	Staffright, StarTek	February 2009
Art of Recruiting (HR Edition)	StarTek	January 2009
Art of Recruiting (for Operations and Support)		November 2008
Business Writing	Access Worldwide	August 2008
Quality Paradigm	Access Worldwide	January 2008
AWWC Quality	Access Worldwide	November 2007

EDUCATON

BS Foreign Service (Undergrad)

Colegio San Agustin

Southwoods Exit, Binan, Laguna, Philippines

AB English

Colegio San Agustin

Southwoods Exit, Binan, Laguna, Philippines

AB Mass Communication

Centro Escolar University

Mendiola, Manila, Philippines