



Lovely Elgincolin

CONTACT INFO



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Address
Bulacan, Philippines, 3023

PROFESSIONAL SKILLS

- Portfolio: **My Portfolio**
- Customer Service
- Communication Skills
- Active Listening
- Time Management
- Multitasking
- Technical Skills
- Problem-Solving
- Attention to Detail
- Adaptability
- Empathy
- Teamwork
- Conflict Resolution
- Data Entry
- Sales Skills
- Remote Work Skills
- Client Relationship Management
- Research Skills
- Learning Agility

SOFTWARE EXPERIENCE

- MS Office
- Slack
- Salesforce
- Skype
- Zoom
- Google Meet
- Discord
- Trello
- Google Drive
- Dropbox
- OneDrive
- iCloud
- Gmail
- Outlook
- Godaddy Mail
- Canva
- Cap cut
- Common website builder
- BPO internal tools

WORK EXPERIENCE

SALES REPRESENTATIVE

Alorica| June 2015 - January 2018

- Managed customer inquiries via phone and email, aligning with email campaign support.
- Developed client relationships to foster loyalty, crucial for supporting link-building and lead generation projects.
- Exceeded sales targets, demonstrating resilience needed for dynamic company growth.

CUSTOMER SERVICE/ADMINISTRATIVE ROLE

Inspiro| Feb 2018 - April 2019

- Managed account modifications and ensured data accuracy for administrative tasks.
- Provided prompt and professional email support to customers.
- Conducted outbound calls to drive upselling and meet sales targets.

TECHNICAL SUPPORT PRODUCTIVITY

Sutherland| March 2021 - March 2023

- Offered prompt technical support for Microsoft products, resolving issues efficiently.
- Assisted customers with website editing and troubleshooting, improving online platforms.
- Supported email marketing campaigns and landing pages through GoDaddy Website Builder.

EDUCATION

SCHOOL/COLLEGE/UNIVERSITY

June 2012-March 2014

Diploma in Office Information System

REFERENCES

- Allen Paul Mendoza| Alorica/Former Team Manager| Phone #09159792266
- Mary Ann Baldonado| Inspiro/Former Team Leader| Phone #09084159526
- Jeffrey Lugue| Sutherland/Team manager| Email: Jeffrey.lugue@sutherlandglobal.com