



LYCAN ANDREY M. TOLENTINO

Career driven associate with 3+ years of experience successfully assisting customers with their needs and properly responding to complaints. Known for having phone etiquette and ability to actively listen to customer's concerns.

CONTACT

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09776877995

EMAIL:
andrey-marzann@gmail.com

EDUCATION

CENTRAL LUZON STATE UNIVERSITY (CLSU)

Bachelor of Science in Environmental Science
Major in Environmental Conservation and Management
Science City of Muñoz, Nueva Ecija
2017-2018

WORK EXPERIENCE

Sitel Philippines Corporation – Customer Service Representative

April 4, 2019 – July 14, 2022

Managing incoming calls and customer service inquiries, generating sales leads that develop into new customers, and identifying and assessing customer needs to achieve satisfaction.

RnT Consulting LLC – Virtual Assistant (Appointment Setter)

November 8, 2022 – April 28, 2023

SBOVACOM PH INC – Virtual Assistant (Cold Caller for Farmers Agent)

July 3, 2023 – October 19, 2023

Calling prospective clients using a list of phone numbers provided. Making sure that potential clients might be interested in products and services, then scheduling a time with each potential client so they can meet one-on-one or in groups with the organization's Sales Representatives.

SKILLS

- Data entry and documentation
- Proficient with management software
- Product knowledge
- Multitasker
- Can work alone with minimal supervision
- Computer literate

CHARACTER REFERENCES

DIANNE MEDINA

Virtual Assistant
0927 438 2584