

## **LOZADA, MARK LESTHER A.**

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### **EDUCATION**

2006 - 2011 DE LA SALLE – COLLEGE OF SAINT BENILDE  
Bachelor of Science in Business Administration  
Major in Computer Applications.

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### **RELEVANT EXPERIENCES**

- **SK Chairman (2007-2010)**
  - I handle minors in our barangay which are between 15 to 17 years of age.
  - Exercise general supervision over activities of the Sangguniang Kabataan.
  - Assist in the establishments, organizations and promotion of cooperative enterprises that will improve the economic condition and well-being of the residents.
  - Conduct a different projects that the minors will benefit and refrain them from illegal doings.
  
- **IT CONSULTANT**
  - BCS Pharma Corporation (*January 2011 - April 2011*)
  - US based company who is planning to put up a branch here in the Philippines
  - I do the designing, testing, installing and monitoring new systems
  - Create websites which includes but not limited to translating, designing, etc.
  
- **PROPERTY CONSULTANT**
  - Nuvoland Philippines, Inc. (*August 2012 -October 2012*)
  - Marketing and promotion of sales of properties through advertisements, open houses, and other participation in multiple listing services
  - Prepare documents such as but not limited to: representation contracts, purchase agreements, closing statements, deeds & lease, etc.
  
- **INTERNET MARKETING SPECIALIST**
  - Citiworks Manpower, 99Technologies (*November 2012 - March 2013*)
  - To develop client relationships with websites to obtain quality links
  - Ensure that the content will appear on high search rankings and send out quality messages on the websites
  - Develop density of desired keyword on the pages

- **English Customer Support** (Asian Market: Malaysia, India, Indonesia, Thailand, Korea, China and Japan)  
Bayview Technologies Inc. (February 16, 2015 - December 31, 2015)

- **UK/IE Customer Support** (United Kingdom and Ireland Market)  
Bayview Technologies Inc. (January 1, 2016 to September 30, 2016)

- Handles and resolves customer's issues via phone (inbound and outbound), email and online chatting tools. (Verifications, Complaints, Bet Settlements, Wagering Requirements, Bonuses/Promotions, Duplicate Accounts etc.)
- Guarantees an unparalleled customer service experience and provides answers and solutions to customers in a professional manner
- Handles deposits and withdrawal transactions for players and partners effectively
- Gives feedback and suggestion to superior for issues, procedures, and other similar concern.
- Coordinates well with other CS, superiors and other departments.
- Takes part in the departments growth and development in a responsible and initiative manner
- Follows internal department procedures and complies with company-wide rules and policies.

**Quality Assurance Analyst** (Malaysia, India, Indonesia, Thailand, Korea, China and Japan)

Bayview Technologies Inc. (October 1, 2016 to April 30, 2017)

- Monitoring calls and evaluate recorded calls and live interactions to assess agent performance and adherence to company protocols.
- Analyze metrics and data to identify trends, strengths, and areas for improvement in agent performance.
- Provide constructive feedback to agents based on evaluations and assist in developing performance improvement plans.
- Develop and update quality assurance criteria and scoring systems to align with business objectives.
- Collaborate with training teams to design and deliver training sessions that address skill gaps and enhance agent performance.
- Work with various teams to share insights and develop strategies for improving overall service quality.
- Ensure that customer interactions meet or exceed company standards for service quality and satisfaction.

- **Owner** (MCADAZOL Water Refilling Station March 2019 - Present)

- Oversee daily operations of the water station.
- Ensure that all equipment is functioning properly and maintained regularly.
- Manage water purification processes to meet health and safety standards.
- Provide excellent customer service and handle customer inquiries or complaints.
- Build and maintain relationships with clients and suppliers.

- Monitor water quality and ensure compliance with local regulations.
- Conduct regular testing of water samples to maintain standards.
- Manage budgeting, pricing, and financial planning for the water station.
- Monitor sales, expenses, and profit margins to ensure profitability.

## **TECHNICAL SKILLS**

- Software: Microsoft Office, Google Drive & Canva.
- Terrific Time Management
- Sales and Marketing Management
- Administrative Management
- Articulate in English and Tagalog

## **SEMINARS ATTENDED**

- **2010 August Marketing Yourself**

A seminar designed to teach students the proper way in presenting oneself in a corporate setting. The students are taught the proper etiquette during a job interview and dealings with other people in the corporate world.

- **2010 November Benilde GK Center for Social Innovation Entrepreneurial Summit**

A seminar designed to teach future entrepreneurs ways and means to provide effective social outreach programs for the public.

- **2010 December Cost Benefit Analysis Seminar**

A seminar organized by the Computer Business Association (CBA) to guide students in formulating an effective feasibility study of a company implementing a new system.

- **2011 March CAREER FAIR 2009 – CSB-Taft Campus**

Industry Practitioners gather to present and prepare students in the school for their future career after college.

- **2011 April PRACTICUM PREPARATION WORKSHOP – CSB**

Designed to prepare students for the professional life that awaits them after college.

**\*Character Reference/s available upon request.**