



Nicolò Gabriel Espulgar

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EXPERIENCES

Coverdesk Philippines | Aug 2022 - Aug 2023

Virtual Assistant

- Assist clients in their everyday administrative task remotely.

Yellow Tulips | May 2020 - Jan 2022

Owner | Creator | Marketing Officer

- Created affordable, high quality, eco-friendly skin care products

24/7 Intouch | July 2017 - Aug 2020

Customer Support | Subject Matter Expert

- Provided excellent customer service to callers, as well as ensures that the information provided to customers are inline with the company's directive.

Hinduja Global Services | Nov 2012 - Oct 2014

Technical Support | Mentor

- Guided customers in their technical question about the products we are catering and taught new hires on how it works

The Sizzlin' Pepper Steak | March 2011 - Sept 2011

Server | FOH Shift Leader

- Takes Customers orders and inputs them in the POS.
- Arrives early to inventory the products that were delivered in the morning.
- Restocks all products during the shift

TRAININGS

The Maritime Training Center of the Philippines |

Mar 2012

- Proficiency in Survival Craft & Rescue Boats, Crowd Management International, Basic Safety Training

The Bistro Group, TGIF | Feb - Apr 2010

- HACCP Food Safety & Sanitation, Bartending, Bar Keep,, Server, Line Cook, Expeditor, Bus boy

Richville Hotel | August - Sept 2010

- Marketing, Guest Handling, Networking

PROFILE

Highly proficient in delivering exceptional customer service, backed by a robust track record spanning 6 years within the BPO industry. Demonstrated expertise in effectively managing inbound calls and various tasks, consistently prioritizing and achieving optimal customer satisfaction. Possessing a comprehensive understanding of the organization's daily operations, I am well-versed in the intricacies of its functioning. Regardless of the account or sector, I am committed to a philosophy of working smarter, not harder, to drive efficiency and excellence.

EXPERTISE

- Customer Support
- Creative Visualization
- Marketing
- Crowd Management
- Food Safety

SKILLS

- Problem Solving
- Organizational Skills
- MS Office
- Data Entry
- Bookkeeping

EDUCATION

STI College Cubao

Hospitality and Restaurant Services
2008 - 2010

REFERENCE

Jasmine Mira

Account Manager - The Loop

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