



PAUL HENRY P. DE PAZ

SUMMARY

A Customer service representative with 3 years of experience in handling customer inquiries, resolving technical issues, and ensuring customer satisfaction. Skilled in managing high call volumes and proficient in customer service software tools. Able to maintain composure under pressure and provide personalized customer service with an Administrative assistant experience in managing daily office operations, scheduling appointments. Has the ability to coordinate complex projects, streamline processes, and communicate effectively with stakeholders. Skilled in both role to utilize my skills and contribute to a dynamic team and contribute to customer success with a minimum Social Media Management Skill.

WORK EXPERIENCE

March 2023 - October 2023

Briones Pest Control Services, Dasma Cavite

Marketing/Admin. Personnel

- Prepares daily/monthly activity reports.
- Prepares a schedule of personnel assignments.
- Prepare Billing summary for payroll.
- Conducted surveys, inspections, and recommendations to clients for immediate pest control treatment on properties.
- Handle appointment meetings for client contracts on services.
- Follow up calls on previous clients and makes updates on past treatments on properties.
- Cold calling on potential leads within the country.
- Prepare contracts for new clients.
- Response to inquiries and concerns via e-mails using google sheets

March 2020- Present

Toys for the Big Guys (<https://www.facebook.com/paultoysshop/>)

Silang Cavite

Social Media Manager

- Create, develop and executing successful social media campaigns.
- Manage the marketing budget, ensuring efficient allocation of resources and optimizing ROI.
- Oversee market research to identify emerging trends, customer needs, and competitor strategies.
- Monitor brand consistency across marketing channels and materials.
- Social media marketing, content creation, and community management.
- Monitoring social media analytics and able to identify trends and insights.

October 2019 - May 2020

Sutherland Global Service Philippines Inc

Customer Service Representative (AT&T Chat support)

- Process necessary credits on accounts if the issue is caused by a technical problem
- Assist customers with changing numbers and addresses.
- Process changing of billing cycle
- Process transfer of responsibility.
- Process payments and set payment arrangements by using CRM.
- Re-activation of suspended accounts due to non-payment
- Making follow up notification to customers reminding them the status of their account due to non-payment
- Upselling products to qualified customers.

April 2017 - September 2019

Alorica MJ Plaza, Makati

Customer Service Representative (T-Mobile) (TEX)

- Financial Care specialist assisting customers finding options to settle account balance by means of payment plans available for the account
- Technical Support in troubleshooting system issues within the locality and certain device problems.
- Assist customers for account verification, activation, transfer of responsibility, changing of mobile number and change of address.
- Making appointments to customers for keeping accounts safe from suspensions
- Upselling products to qualified customers.
- Applying credits for qualified accounts due to natural disasters, technical issues and related concerns approved by the manager.

CONTACT

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EDUCATION

1994-1996

PHILIPPINE MARITIME INSTITUTE
COLLAGES

STA. CRUZ, MANILA

- B.S. Marine Transportation (Undergraduate)

1990-1994

MAKATI HIGH SCHOOL

MAKATI CITY

- Secondary Education (Graduate)

SKILLS

- Data entry
- Email management
- Customer Service
- Online research
- Administration
- Inbound and outbound call handling
- Social Medea Management

LANGUAGES

- English (Conversational)
- Filipino (Fluent)

TOOLS FAMILAR WITH

- Google Sheets
- G-mail
- CRM Bitrix
- Canva
- Loom

REFERENCE

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