



PETRONILO OBILLE

CUSTOMER SERVICE/EMAIL
SUPPORT/TEAM LEADER/SALES
REPRESENTATIVE

Contact

 Lynville Brgy Munting Pulo Lipa
City Batangas

 +639166028226

 iampettobille20@gmail.com

Skills

Data Entry/Researching



Customer Service



Email Support



Leadership



About Me

I'm a hard-working employee with a noble track record based on my previous experience. I will apply my set of skills and experience, that I've learned over the years working for various companies, to your company.

Education

Bachelor of Computer Science

2007-2011

Kolehiyo ng Lungsod ng Lipa

Highschool Diploma

1998-2002

Fernando Airbase National Highschool

Work Experience

Collins and Clothing Co March 2023 to June 2023 Freelance

- My project was for an e-commerce business in the apparel sector as a Virtual Assistant. The majority of my duties involve making product listings, tweaking eBay photos, reviewing Shopify prices, and keeping track of product inventory.

Transparent BPO July 11, 2022 to February 24, 2023

Customer Service/ Ecommerce Sales Associate

- Process different types of orders
- Assisting the customer with their concern about the products
- Inbound calls
- Placing the order of the customer online more on order taking
- Checking the status of the order of the customer
- Doing some sales and upselling the product through phone calls.

Unisys Managed Services Inc. - Philippine Statistics Authority

Team Leader / Admin Assistant

- • Leading CRS Lipa with 33 associates, 2 Security Guards and 1 utility (2017-2019)
- • Leading CRS Lipa with 40 associates, 2 Security Guards and 2 utility (2019)
- • Leading CRS Lipa with 20 associates, 2 Security Guards and 2 utility (2020)
- • Sending SMS to Regional Operation Lead as part of morning report
- • Checking and updating everyday transaction.
- • Updating and monitoring of different transaction every 30 mins to be able not to exceed 2 hours for standard TAT (turnaround time)
- • Monitoring of daily production for every associate who processed CI document and CE documents which includes 5 CO (cashier officer) and 9 RSO (Request Service Officer)
- • Sending end of day report to Regional Operations Lead and PSA's Outlet Supervisor
- • Updating of daily timesheet and over time request
- • In-charge on daily operations on PSA Lipa Serbilis Outlet



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Work Experience

Teletch Offshore Inc. August 6, 2012 to
February 10, 2016

Customer Service Representative (Front of
House - Prepaid Live Chat Support)

- Processing prepaid services through activation of SIM
- Assisting customers about their prepaid usages.
- Transferring postpaid service to prepaid services.
- Cancellation of prepaid services/ prepaid account.
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- Reactivation of prepaid services
- Assisting customers to a self-service option online.
- Customer Service Representative (Back of House - Digital Account)
- Updating customers email address for them to receive an updated billing statement
- Sending SMS to update their email address
- Sending letter to update their email address

TGBG8 Inc. (Mang Inasal) Feb. 8, 2012 – Jun.
7, 2012

Service Crew

Preparing and handling food orders

Equitable PCI Bank (BDO) (June 2006 –May
2007)

Messenger

- Transporting essential documents into different places in Manila and some other part of Pasay
- Assisting bank officers to release large amount of cash in the bank cash vault
 - Assisting bank tellers for searching bank check account or savings account

Lipa City Colleges (September 15, 2020 up to present)
Part time Basketball Coach

- Uses basketball drills as training method to improve the skills
- Mentoring each player to improve their individual skills physically and mentally

Character References:

- Ms. Gigi Nohay
- Outlet Supervisor
- Philippine Statistics Authority
- 09298317453
- Ms. Sherelou J. Suerte
- Regional Operations Lead
- Unisys Managed Services Corporation
- 0927-250-3052
- Ms. Cristel U. Icaro
- Administrative Officer for Decap
- Philippine Statistics Authority
- 0916-289-6975