

ROCHELLE GRACE DUMLAO

6717 Azalea St. Maligaya Park Subd. Caloocan City

09161682172

Rochellegraced@gmail.com

OBJECTIVE: To acquire a job where I can apply and hone my skills, creative Ideas and Innate talents; and to bring out all the potential I have.

PERSONAL INFORMATION:

Birthday: October 30, 1995

Age: 28

Height: 5'0

Weight: 40kls.

Civil Status: Single

Religion: Christian

Citizenship: Filipino

EDUCATIONAL ATTAINMENT:

Tertiary: Computer Technologies Institute (Zamboanga City) 2013-2014

Course: Computer Secretarial and Management

Secondary: Camarin High School 2008-2012

Primary: Camarin Elementary School 2001-2008

WORKED EXPERIENCES:

Executive Virtual Assistant (Upwork) (November 2023-June 2024)

- Daily Task: Email Management, Data Entry, Scheduling, etc

Premier Real Estate VA (April 2023-April 2024)

- Cold Caller for UAE campaign (Zeus Capital)

American Real Estate Cold Callers via Upwork

Virtual Assistant for Real Estate Company (March 2021-March 2023)

- Daily Task: Call homeowners to see if they are interested in selling their property, gather all the information needed, and add it to CRM.

TASKUS PHILS.

Account: CHIME | Escalation Support | (Sept 2021-Feb 2022)

- Daily Task: Handling escalations calls, to further assist the customers with their accounts and provide multiple options to resolve their concerns.

Inspiro

Account: WIX.COM | Webhosting Support | (July 2020-March 2021)

- Daily Task: Handling customers' concerns about their website; fixing technical and domain. Upselling to upgrade their domain with us and get higher search in Google.

VXI GLOBAL HOLDINGS

Account: COMCAST | Technical Support | (November 2019-June 2020)

- Daily Task: Handling customers' concerns regarding their account, internet, and cable. Also, Upsell to upgrade their plan if there's a chance to pitch.

TELSTRA SUPERSITE

Account: BIGPOND | Technical Support | (November 2016-March 2017)

- Daily Task: Handling customers' concerns about their internet connection.

ALORICA CENTRIS

Account: BARCLAYS | Dispute Advisor | (May 2016- November 2016)

- Daily Task: Handling special LOBs to assist customers with their transactions, filing a dispute, and sometimes doing a three-way call with the merchant to address the concern immediately. In some cases, the details are gathered and forwarded to the company lawyer.

AWARDS:

- Most Determine Student
- Most Expressive Talk Award
- Consistent Honor Student Grade School to High School

SEMINAR ATTENDED:

FCCA (Finishing Course for Call Center Agent)

Mindbank Training and Skills, Inc. Tesda Accredited

SKILLS:

- Proficient in English and Filipino
- Creative Writing
- Communication Skills
- Computer Literate
- Know how to Handle Irate Customers

CHARACTER REFERENCES:

Dinky N. Cruz

Teletech Novaliches

Quezon City

09276471186

Rochelle Grace Dumlao