



# RONALD FERNANDEZ

## Z

Intake Specialist

## Contact

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### WWW

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## Skills

Marketing

Presentation Competency

Technical Skills

Research Expertise

Advance Microsoft Office

Canva

Sales

Written Communication

To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

## Work History

2022-11 -

2024-06

### LEGAL INTAKE SPECIALIST

**MICROSOURCING INC, Manila, Metro Manila, Philippines (Remote)**

- Handle 50 - 100 calls per day
- Handling incoming and making follow-up outbound calls as needed
- Cold calling
- Edited and proofread legal documents to verify accuracy.
- Supported successful resolution of cases by efficiently managing client files and ensuring all pertinent information was readily accessible for attorneys.
- Adapted quickly to new software programs utilized within firm for data entry, record-keeping, and appointment scheduling.
- Conducted detailed client intakes and entered information into company database.
- Contacted clients to schedule appointments and discuss progress of cases.
- Monitored changes in laws, regulations and other legal matters to keep firm compliant with requirements.

2020-06 -

2022-11

### WEB ADVISOR

**CONCENTRIX, Manila, Metro Manila (Remote)**

- Ensuring all users could enjoy seamless browsing experience.
- Self-motivated, with strong sense of personal responsibility.
- Proven ability to learn quickly and adapt to new situations.
- Passionate about learning and committed to continual improvement.
- Kept up-to-date on industry trends and emerging technologies, consistently integrating innovative solutions into projects.
- Conceptualized, planned and executed original

Proofreading

Call Management

Employee Computer Support

Mobile Device Repair

Software Upgrades

Application support

Systems Analysis

Active Listening

Goal-Oriented

Sales Records Management

Customer Needs Assessment

Product Knowledge

Product and Service Sales

Interpersonal Skills

Improvement plan knowledge

Multitasking

Training and mentoring

Task Prioritization

Calm and Professional Under Pressure

## Software

Canva

Wordpress

CRM

Salesforce

Microsoft Office

2016-03 -  
2019-01

### Subject Matter Expert

#### **VXI GLOBAL SERVICES, Manila, Metro Manila**

- Maintained database systems to track and analyze operational data.
- Collaborated with management to identify and prioritize new development concepts.
- Influenced decision-making processes by presenting data-driven insights into key organizational issues.
- Conducted comprehensive assessments of organizational needs, identifying areas for improvement and implementing targeted solutions.
- Solved customer challenges by offering relevant products and services.
- Built customer loyalty and retention by delivering excellent shopping experiences.
- Prioritized helping customers over completing other routine tasks.
- Maintained calm demeanor and professionally managed issues in busy, high-stress situations.
- Recommended complementary purchases to customers, increasing revenue.
- Responded promptly to emergency after-hours support calls, ensuring minimal downtime for customers experiencing critical issues.
- Provided remote assistance to customers experiencing technical difficulties, guiding them through step-by-step resolutions with patience and professionalism.
- Strengthened relationships with key clients by providing consistent high-quality service, leading to increased account retention rates.
- Managed over 50 customer calls per

2013-01 -  
2016-03

### Sales Representative/Technical Support Representative

# Languages

English

Upper intermediate (B2)

## *FIS GLOBAL SOLUTIONS, Makati City, Metro Manila*

- Increased sales revenue by identifying and targeting high-potential accounts.
- Utilized CRM software to manage client information, track leads, and monitor sales progress efficiently.
- Generated additional sales opportunities with upselling and cross-selling techniques.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Enhanced client satisfaction by addressing concerns promptly and providing exceptional service.
- Installed and configured operating systems and applications.
- Documented support interactions for future reference.
- Managed over 50 customer calls per day

2009-12 -  
2013-01

## **Consultant**

### *Sutherland Global Service, Makati City, Metro Manila*

- Conducted regular reviews of operations and identified areas for improvement.
- Integrated technology and business operations to identify targeted solutions to customer issues.
- Enhanced communication among team members, fostering collaborative and supportive work environment.
- Evaluated customer needs and feedback to drive product and service improvements.
- Provided ongoing support to clients post-implementation, ensuring long-term success of implemented solutions.
- Process claims
- Handle Email and Chat support
- Manage over 40 calls per day

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## **Education**

2004-06 -  
2009-03

### **Bachelor of Science: B.S. Nursing**

*Perpetual Help College of Manila - Manila, Metro Manila, Philippines*