

Sir / Ma'am:

Greetings!

I am writing this letter to explore the possibilities of employment in your exemplary institution / company. The Bicol University (Philippines) has conferred to me the 4 year-degree Bachelor of Arts in English. The extensive academic and practical training I received from the university has given me the most appropriate opportunity to harness my skills. Moreover, my involvement in several co-curricular endeavours equipped me with other relevant experiences and insights.

On the other hand, the positions I held in the field of Sales, Telemarketing, Virtual Assistance, Data Entry, Email Handling, Human Resource / Recruitment, Writing, Billing, Customer Service (Inbound and Outbound, Voice and Non-Voice), Office Administration and Reservations, Appointment Setting and more for 12 years have given me key skills and knowledge; and allowed me to experience working in a professional and fast-paced work environment. My teachers and employers have commended me for my high level of interpersonal skills and naturally engaging personality. My motivations include learning new things and the challenge of meeting key objectives.

I understand that you will receive a large number of applications for this role. I do, however, believe that my motivation, commitment and pre-existing skills will allow me to fit into your work environment. Given my academic and work experiences, however juvenile they may be, I believe I would be able to contribute to the goals that your institution / company is striving to achieve.

Should you require further information, you may contact me through my mobile phone number (+63) 927 962 0810 and Skype ID: kitkatalejo. You can also email me at kat_alejo9@yahoo.com / kat.alejo9@gmail.com.

Respectfully yours,

KRISTINA DANIELLE E. ALEJO

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KEY STRENGTHS

- Experienced professional and highly organized
- Detail-oriented person
- Friendly and polite
- Patient and adaptable
- Self-motivated and able to work with minimal supervision
- Work well and remain calm under pressure
- Responsible and reliable
- Computer literate
- Team player
- Good communication skills
- Problem solving skills
- Selling skills
- Customer Service & Virtual Assistance skills
- Was able to handle different teams in the BPO industry

EMPLOYMENT HISTORY

Home-Based Jobs

Creative Marketing Incentives Group Inc, California

Position: Department Manager / Email Specialist, 2018-present

Duties:

- Executive Secretary / Virtual Assistant tasks
- Data Entry / Video Making / Email Support tasks
- Updates travel bookings
- Updates CRM for lead generation
- Checks and answers emails received by the company
- Administrative tasks

Flagship One Inc, New York

Position: Email Specialist / Live Chat Support / Administrative Assistant, 2020

Duties:

- Provides assistance to company customers via email & chat
- Sending account updates to customers
- Resolving product and service issues of the customers
- Updates customer's accounts and orders
- Checks and answers emails from customers, Account Managers and others
- Administrative tasks

e-Define, Canada**Position:** Administrative Assistant, 2019**Duties:**

- Administrative tasks
- Updates the staff and agents of their work loads
- Checks and updates product inventories (per project)

123 Quanto, Canada**Position:** Email Marketer, 2018**Duties:**

- Sending emails to car sellers, dealers, enthusiasts Updates travel bookings
- Promotes the website to generate more traffic and sellers to use the site
- Answers customer's inquiries, replies and emails

Gorilla Media Ltd (KRNIN Capital Records), Finland**Position:** Email & Sales Assistant, 2018**Duties:**

- Prepares Sales Reports and Income Sheets

24/7 Digital Marketing, Australia**Position:** Digital & Web Tele-Sales Expert, 2018**Duties:**

- Telemarketing and Appointment Setting
- Doing Outbound calls, dialling leads / numbers to gain appointments for our Web and Digital Specialists
- Lead Generation-- asking whether the business wants to gain a free Assessment and Digital Strategy and Lead Generation workshop so they become educated in the best value ways to lower their costs per inquiry

Oct 2017 – April 2018**Two 4 Productions & Business Solutions, Legazpi City****Position:** Contact Center Department Head & Trainer

(Solar Panel Company, American Account | Legal Services, American Account | Online Fitness, American Account | Video Marketing, American Account | Cash Advance, American Account)

(Contact Center Dept. Head / Manager) Duties:

- Managing different teams for outbound calls
- Do research, client meetings, and thorough review of various campaigns for the company
- Prepares sales reports and letters

(Trainer) Duties:

- *Communications Training*
 - : develop the trainees' soft skills, communication skills
 - : develop the trainees' speaking, writing and active listening skills
 - : prepare the trainees for inbound and outbound calls
 - : teach the trainees on how to create and use rebuttals

- *Product Training*
 - : teach the trainees the product-specifics of the inbound and outbound campaign
 - : teach the trainees the work-around of the inbound and outbound campaign
 - : prepare the trainees for inbound and outbound calls

Oct 2015 – April 2016

Alorica Philippines, Makati City

Position: Trainer for the Email Support Team & Customer Support Representative

(Floral and Gift Company, American Account)

Duties:

- Receiving and answering emails from customers
- Taking inbound calls from current customers
- Customer service—providing high quality customer service and assistance thru email and over the phone in placing orders and order modification

Sept 2013 – Sept 2014

West Contact Services Inc, Makati City (Alorica as of 2015)

Position: Billing & Technical Support Representative

(Tele-Communications Company, American Acct)

Duties:

- Taking inbound calls from current customers
- Provide billing, payment, and general details to the customers
- Explaining the bills, charges, and assist customers with billing concerns
- Handling questions that may include some technical help to get their service working properly
- Customer service—providing high quality customer service and assistance
- Upselling other services (Cable, Phone, Internet and Alarm System services)

January 2013 – July 2013

Discovery Islands Travel and Tours Inc, Legazpi City

Position: Sales & Reservation Officer (6-Month Contract)

Duties:

- Handling travel inquiries, travel advice, making reservation for local tours and local flights, hotel accommodation, package tours, and other land arrangement
- Close deals with clients, hotels, suppliers, and tour operators
- Attend sales call, prepares reports, office tasks, documentation
- Part-time tour guide

Sept 2011 – March 2012

L&C Content Marketing, Guinobatan Albay

Position: Web Content Writer (Part-timer)

Duties:

- Writes 500-word articles (SEO)

Dec 2010 – July 2011

Convergys Philippines Services Corp, Makati City

Position: Sales & Service Representative

(Publishing and Retail Company, American Account)

Duties:

- Taking inbound calls from current customers, subscribers
- Assist customers with their billing concerns, balance or any other account related concerns about their subscription
- Customer service—providing high quality customer service and assistance
- Upselling magazine subscription

May 2010 – Nov 2010

Teletech Customer Care Management, Pasay City

Position: Provider Service Associate

(Health Insurance, American Account)

Duties:

- Taking inbound calls from Doctors, Nurses and other medical practitioners
- Provides Eligibility and Benefits information to the callers for the patient's health insurance
- Customer service—providing high quality customer service and Assistance

EDUCATION, TRAININGS, ELIGIBILITY

June/2006 – April/2010 Bachelor of Arts in English, Bicol University, Philippines

May/2013 Certificate –Training on Abacus and Basic Reservation

May/2013 Certificate –Training on Tourist Reception & Guiding Techniques

2010 / Passed Career Service Professional Eligible (Civil Service Examination)

REFEREES

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