# Dan Cloyed Y. Gallo

Poblacion, San Juan, Siquijor

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**OBJECTIVE**

* Seeking for greener pasture.
* Seeking for career advancement and growth.

**SKILL AND COMPETENCE**

* Computer literate (MS WORD, MS EXCEL and MS POWER POINT)
* QuickBooks Specialist

**EDUCATIONAL BACKGROUND**

* **Tertiary:**

Bachelor of Secondary Education Major in English (College Level)

Siquijor State College

Larena, Siquijor, Philippines

S.Y. 2010-2011

* **Secondary:**

The Sisters of Mary School- Boystown

Tungkop, Minglanilla, Cebu

S.Y. 2006-2009

* **Primary:**

San Juan Central Elementary School

Maite, San Juan, Siquijor

S.Y. 2000-2006

**TRAINING/S ATTENDED**

**Technical Drafting NC II**

The Sisters of Mary School-Boystown

Oct. 01, 2009- Dec. 15, 2010

**WORK EXPERIENCE/S:**

**Customer Service Representative**

Level II (Sup Group)

Qualfon Philippines Inc.

February 04, 2013- November 10, 2014

* Supports the agent on their escalation calls and resolves the customers concerns about their phone and phone minutes.

**Customer Service Representative**

Teletech

November 10,2014-April 16, 2015

* Accompany the customers in their weight loss journey as a weight loss consultant.

**Customer Service Representative**

Retention Department

Qualfon Philppines Inc.

April 2015- December 7, 2015

* A frontline representative providing customers answers about their cellular phones and providing a one-time resolution about their technical problems.

**Internal Help Desk**

Xerox Business Services Philippines Inc.

December 2015-July 2016

* Aids and support to the consultants and the customer as part of the temporary Internal Help Desk helping a new branch office in Utah.
* Aids the agents onshore and offshore in their escalation calls and also do floor walks.
* Creates tickets for escalated calls.
* Provides answers to the consultants escalated concerns through chat.
* Creates and submits day end report to help in identifying the call drivers and the common escalated calls to avoid repeat calls.

**Customer Care Sr. Specialist**

Xerox Business Inc.

December 7, 2015- September 10, 2016

* Provides excellent customer service experience to the customers by resolving the issue the first time the customer calls.
* Providing customers the options to save, benefit and maximize their internet, cable and phone services.

**Technical Support I(Quick Books Specialist)**

Convergys Philippines Inc.

September 14, 2016- December 04, 2017

* Acts as the customers book keeper/accountant by providing customers assistance in their Quick Books needs.

**CHARACTER REFERENCES**

**Vivian Panday**

Operations Floor Supervisor

Qualfon Philippines Inc

**M:** 09258635097

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**Angelyn Baldosano**

Operations Floor Supervisor

Qualfon Philippines Inc.

**M:** 09353416771

**Daphne Gayle Dumanjug**

Team Lead

Xerox Business Inc.

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**Roger John Aromin**

Team Manager

Convergys Philippines Inc.

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