

ROMNICK LOMEDA

Primary Number: +63 962 565 8653

Secondary Number: +63 976 002 0775

Skype: Romnick Lomeda (live:nicklomeda.ph)

Email Address: nicklomeda.ph@gmail.com

Current Address: Phase 2-C, Block 14 Lot 4,
Sorrento, Bolzano St., Pinagkawitan,
Lipa City, Batangas, 4217



CURRICULUM VITAE

OBJECTIVE: To live the company's mission/vision by providing solutions to its clients' needs and having a positive attitude towards work, having a genuine concern not only for its clients but for the company as well. By providing a service that will exceed the clients' expectations. Hence, they will prefer the company over the others. By being the best that I can be and putting value on everything I do. To work with co-workers and management harmoniously.

KEY COMPETENCIES:

- Strong communication and interpersonal skills
- Customer service excellence with 5+ years of experience
- Lead generation and CRM management (HubSpot expertise)
- Email marketing and cold outreach specialist
- Adaptable and quick learner with a proactive attitude

WORK PROFILE

RECENT EMPLOYER:

Email Support (Freelance)

Homeaglow | July 2024 – Present (Graveyard Shift – Work from Home)

- Respond to customer inquiries and concerns via email in a timely and professional manner
- Resolve issues related to bookings, payments, and service quality
- Coordinate with internal teams to ensure smooth operations and customer satisfaction
- Maintain accurate records of interactions using internal CRM tools
- Provide support to cleaners and clients, ensuring both parties have a positive experience

Business Development Specialist

Freightclub.com & Ironlink Logistics | December 2022 – June 2024 (Graveyard Shift - WFH)

- Outbound calls and E-mail Generate leads Contact new clients to discuss needs
- and present services offered Maintain social media accounts Check marketing
- content Arrange business meetings with prospective clients Prepare contact lists
- and do the follow-ups to continue relationships with clients.

WORK SUMMARY:

Sales Representative

Carparts.com | February 2022 - October 2022 (Graveyard Shift - WFH)

- Contact new and existing customers to discuss needs
- Highlight the features and benefits of products to emphasize how this will solve the clients' concerns
- Handle general questions especially about products and services offered
- Negotiate prices and terms
- Prepare sales agreements
- Processing orders

Accounts and Billing Specialist/ Technical Support (Microsoft Account)

Concentrix | July 2020 - January 2022 (Graveyard Shift – on Site)

- Respond to calls, chats and emails
- Assist clients regarding their Microsoft accounts
- Provide excellent customer service to the client
- Process cancelation and refunds
- Handle basic troubleshooting
- Do upsell

Operations Manager

Draper Startup House | September 2019 - March 2020 (Day Shift – on Site)

- Maintain quarterly KPI score of at least 8.5 generated from guest reviews
- Supervise work activities of housekeeping associates to ensure clean, orderly, and attractive rooms
- Assign workers their respectful duties and inspect their work for conformance to prescribed standards of cleanliness
- Handle complaints and specific guest requests
- Establish standards and procedures that need work for the housekeeping staffs
- Make recommendations to improve service and ensure a more efficient operation
- Examines building to determine needs for repair or replacement such as furniture or equipment, then make recommendations to the management

Hotel Operation Manager

ZEN Rooms Philippines | August 2017 - August 2019 (Day Shift – on Site)

- Maintain quarterly KPI score of at least 8.5 generated from guest reviews
- Supervise work activities of housekeeping associates to ensure clean, orderly, and attractive rooms
- Assign workers their respectful duties and inspect their work for conformance to prescribed standards of cleanliness
- Handle complaints and specific guest requests
- Establish standards and procedures that need work for the housekeeping staffs
- Make recommendations to improve service and ensure a more efficient operation
- Examines building to determine needs for repair or replacement such as furniture or equipment, then make recommendations to the management

CERTIFICATIONS

International Training Center and Hospitality Institute, Inc.

Awards received:

- 3rd place in a Bar-tending Competition
- 3rd place in an Edible Center Piece Competition
- 2nd place in a Skirting Competition
- 1st place in a Cooking Competition

HOBBIES

- Free Diving
- Surfing
- Watching movies and series


PERSONAL DATA

Birthday:	April 29, 1992
Religion:	Mormons
Civil Status:	Single
Height:	5'9"
Weight:	118 lbs.

Educational Status: **Undergraduate (College Level)**

VALUE STATEMENT:

Professional, organized and efficient individual with a goal of providing the highest standard of service possible. Dedicated and experienced in customer service, sales and negotiation. Shares and motivates members to have the same energy and enthusiasm.



ROMNICK P. LOMEDA