



# Angelic Ann A. La Paz

## About Me

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I'm an enthusiastic professional with a solid history of meeting company KPIs and developing training plans that really help trainees succeed. I handle tight deadlines pretty well and feel confident in doing my job and providing quality of work. I actually thrive under pressure and can adapt to new situations and challenges easily, which helps me stay focused and productive.

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## Contact

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✉ angelicannlapaz24@gmail.com  
0908-462-3189

📍 San Jorge Village, Guadalupe,  
Cebu City

## Education

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### BS Information Technology

University of Cebu  
2019-2021 - 2nd Year

### Senior High School

Informatics College  
2017-2019

## Skills

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- Trainer
- Subject Matter Expert
- Email Management
- Customer Service
- CRM Software Proficiency
- Time Management
- Document Preparation

## Language

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English

Tagalog

## Work Experience

### *Appointment Setter*

Eco Quality Air, 11.28.24 to 03.28.2025

- Reach out to leads for potential cleaning for their HVAC system, explain pricing options and schedule appointments.

### *Real Estate Virtual Assistant*

Associa US, 01.11.23 to 11.22.24

- Assist community managers with handling emails, billing inquiries, and homeowner complaints.
- Ensure timely processing of maintenance requests.
- Schedule appointments with potential buyers and sending daily email updates to property managers.

### *Flex Trainer - CDS Global*

Teleperformance 06.01.22 to 01.01.23

- Train new hires on product specifics and upskill regular agents, while creating training plans and presentations.
- Engage with clients daily to ensure customer satisfaction in every interaction.

### *Subject Matter Expert - CDS Global*

Teleperformance 01.01.22 to 05.30.22

- Support new hires by assisting with phone calls, email and inquiries, attending deliberations, providing templates, answering escalated calls, and evaluating their performance.

### *Sales Representative - CDS Global*

Teleperformance 11.01.20 to 01.01.22

- Respond to email inquiries, answer inbound and outbound calls, check online orders and upsells products every after calls.

### *CSR - Blue Shield of California*

Teleperformance 09.01.19 to 10.11.20

- Handle phone calls, verify eligibility, schedule appointments, refer customers to facilities, upsell and cross-sell insurance plans, quote benefits, upload authorizations, and process override requests.

## Certificates

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**Raving Fan Award (Associa) - 2024**

**English Speaking Language C1 - 2023**

**Most Improved Trainee (BSC) - 2019**

**Miss Perfect Award (BSC) - 2019**