

**DANIELLE CEDRIC T. OLIVEROS**

Address: B9L5 Kaunlaran street  
Phase II Progress Homes  
Canaman Camarines Sur 4402.  
Mobile: 09210141103  
Email add: cedricoliveros01@gmail.com  
Discord ID: Stagnant Water#5060



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**SUMMARY OF QUALIFICATIONS AND CAREER HIGHLIGHTS:**

**Customer and Technical Support Chat/Email/ Phone** – 5 years solid experience providing help to customer via all mode of channel. We take a more proactive approach to support and initiate communication with customers in resolving their issue to the product.

**People and Talent Management** – 6 years experienced supervising a team and molding them to become future leader and be promoted to the post that they are eyeing for. Recruiting, staffing, and succession planning for the highest-quality staff members that they can find.

**Operation Management-** 6 years chiefly concerned with planning, organizing and supervising in the contexts of production and the provision of services delivery. As such, delivery-focused, ensuring that the team successfully turns inputs to outputs in an efficient manner.

**Adept in Technology-** Handled different types of Intuit accounting software most especially Quicken in which deals with reconciliation, investment, book keeping, categorize business and personal expenses, video editing, Photoshop, etc.

**EMPLOYEMENT HISTORY:****Ova Virtual****Euro-American Connections & Homecare**

General Virtual Assistant

July 2037-Oct 2038

- The Staff Coordinator continuously builds and maintains a strong, capable, compassionate, and talented workforce for the company's various operating units and subsidiaries.
- Continuously seeks to identify prospective recruits in the field and through established recruitment channels and venues. Establishes rapport with prospective candidates, and maintains contact.
- Maintains continuous contact with caregiver workforce and, in collaboration with the Care Coordinator, responds immediately to emergency staffing needs with available and suitable replacement caregivers for clients.
- Recruitment

- Posts jobs on a daily basis.
- Ensures that all application and supporting documents are fully completed and submitted by applicants. Reviews all materials and completes a checklist to confirm completeness and accuracy throughout the recruitment, interviewing, due-diligence, and hiring process.
- Conducts initial phone interview with applicants.
- Interviewing and Selection
- Fully understands and effectively communicates to each applicant the needs and requirements of the Service Delivery function, a vastly diverse customer/client population, and the needs and requirements of the company.
- Assesses each applicant's background, experience, skills, work ethic, personality character traits, attitude and values, to determine if a successful fit can be achieved between the applicant, company, customer and clients.
- Schedules and conducts the initial interview with the applicant and determines the applicant's continued candidacy.
- Schedules face-to-face interview with the applicant and includes a Care Coordinator Consults with the Care Coordinator on the applicant's suitability and placement options.

### **Transparent BPO**

Outbound specialist

PO Box 5133, Laytonsville,

MD 20882

May 2034-Sept 2036

- Make sales or recommendations for products or services that may better suit client needs
- Answer or make calls to clients to learn about and address their needs, complaints, or other issues with products or services
- Respond efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued
- Engage in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed
- Build lasting relationships with clients and other call center team members based on trust and reliability
- Utilize software, databases, scripts, and tools appropriately
- Understand and strive to meet or exceed call center metrics while providing excellent and consistent customer service

## **PLAY IN THE SUN**

### **EXECUTIVE ASSISTANT**

14300 Riverport Way, Richmond, BC V6W 1M4, Canada

June 2034- June 2035

- Research various companies for contact information
- Miscellaneous data entry
- Assist in arranging conferences, conventions and expos travel.
- Maintains calendars and prioritizes meeting requests for management. Reviews incoming correspondence and identifies items of special interest to management; handles routine correspondence and prepares appropriate responses.
- Executing multiple administrative tasks including invoicing, mailers, corporate letters, outreach marketing, data entry, updating data bases.
- Managed a team virtually using, skype, phone, and email correspondence.
- Prepared Presentations on Powerpoint.
- Managing Airbnb and Booking.com account
- Coordinating cleaning service to the designated cleaners
- Creating basic website for show to the clients
- Responding to calls and provided information concerning company services and products in accordance with established procedures; referred calls to appropriate personnel.

## **SUTHERLAND GLOBAL SERVICES**

Team Manager

Cadland Pili Camarines Sur

Feb 2033- March 2034

- Responsible for the day-to-day activities and guidance of their team members.
- Communicating goals so everyone understands them and their role in achieving them.
- Positioning team members to make optimal use of their talents
- Motivating and inspiring everyone to do their best work.
- Promoting productivity and quality standards.
- Creating an ad campaign provides direction while assigning concept, design, copy, and other responsibilities to the most suitable people – without micromanaging or taking on too much themselves.

**Marco Bound**

Virtual Assistant

Paris, London.

Oct 2032- Jan 2033

- Managing airbnb and other booking site prices.
- Coordinating cleaning schedule to the cleaners
- Editing photo
- Data Entry

## **BYTE SUCESS**

OUTBOUND SALES AGENT

2127 Copperlate rd Charlotte NC 28226.

Oct 2032- Jan. 2033

- Outbound sales representatives simultaneously provide prospects and customers with information about a business' products and services without sounding "robotic" or "rehearsed."
- Create, maintain and update database of customers with complete information and emails.
- Refer customers' needs or inquiries to appropriate departments like sales, marketing, administrative or other departments.

## **SUTHERLAND GLOBAL SERVICES**

Team Manager

Cadland Pili Camarines Sur

May 2028- Sept. 2033

- Responsible for the day-to-day activities and guidance of their team members.
- Communicating goals so everyone understands them and their role in achieving them.
- Positioning team members to make optimal use of their talents
- Motivating and inspiring everyone to do their best work.
- Promoting productivity and quality standards.
- Creating an ad campaign provides direction while assigning concept, design, copy, and other responsibilities to the most suitable people – without micromanaging or taking on too much themselves.

## **SUTHERLAND GLOBAL SERVICES**

Tier 1, Tier 2 and Tier 3

Cadland Pili Camarines Sur and Clark Pampanga

- Provide support to customers by phone, chat, and email.
- Research customer concerns to find appropriate resolutions.
- Create and maintain case management records of daily problems and remedial actions taken, or installation activities.
- Coordinating bugs and ticket to the client.
- Taking Escalation calls
- Supporting tier 1 agents via chat.

## **EDUCATIONIONAL HISTORY:**

### **Ateneo de Naga University**

Ateneo Avenue, Naga City BS

Management

Undergraduate 2023-2027

### **Naga Hope Christian School**

Panganiban Drive, Naga City (HighSchool)

2016-2023

### **Dr. Domingo G. Abcede Elementay School**

Bagumbayan Sur, Naga City (Elementary)

2010-2016

## **REFERENCES:**

Jesslie Gueriba

[jgueriba@nagahope.edu.ph](mailto:jgueriba@nagahope.edu.ph)

Loid Forger

[loidxtwilight27@gmail.com](mailto:loidxtwilight27@gmail.com)

Monkey D. Luffy

[gomu\\_ningen55@hotmail.com](mailto:gomu_ningen55@hotmail.com)

Sung Jinwoo

[monarchofshadows09@ahjinguilid.com](mailto:monarchofshadows09@ahjinguilid.com)