

Kontakin

www.linkedin.com/in/mark-jessan-echavez-13a0402a7 (LinkedIn)

Mga Nangungunang Kakayahan

Time Efficiency

Analytical Skills

Skilled Multi-tasker

Mark Jessan Echavez

Call Center Agent sa E-innovative Solutions
Bohol, Central Visayas, Philippines

Buod

My varied experiences have endowed me with adaptability, strong problem-solving skills, and a capacity to thrive in diverse roles. I am consistently eager to take on new challenges and leverage my expertise to contribute effectively to your team or project.

In addition to my professional pursuits, I am a perpetual learner, actively seeking opportunities to enhance my skills and broaden my knowledge. Outside of the professional realm, I find joy in drawing, gaming, and participating in mountain bike competition.

I welcome the opportunity to connect and discuss how my skills and experiences align with the needs of your organization. Please feel free to reach out at your convenience.

Karanasan

E Innovative Solutions

4 taon 9 buwan

Sound Board Specialist

Abril 2020 - Present (4 taon 9 buwan)

Bohol, Central Visayas, Philippines

Sound Board Specialist

Abril 2020 - Disyembre 2023 (3 taon 9 buwan)

Bohol, Central Visayas, Philippines

Utilized pre-recorded responses for communication with potential donors. Demonstrated proficient call handling skills, ensuring impeccable timing for sound file stoppage to prevent overlapping during donor conversations. Conducted three simultaneous outbound calls using two monaural and one headset, efficiently managing multiple communication channels. Mastered the use of rebuttal and disposition buttons, commonly referred to as RBRT (Right Button at the Right Time), to navigate conversations effectively. Attained recognition as one of the top-performing agents in 2021, earning incentives as a testament to outstanding performance.

CallCamp Inc.

Data Entry Specialist

Abril 2017 - Abril 2020 (3 taon 1 buwan)

Bohol, Central Visayas, Philippines

Client Services · Meticulous Attention to Detail · Adept in Data Security Practices · Swift Data Entry · Rigorous Data Quality Assurance · Strong Organizational Skills · Effective Time Management · Proficient in Multitasking

Edukasyon

ACLC College

Bachelor of Science - BS, Information Technology · (Hunyo 2014 - Abril 2016)