

Tyrone Marx M. Fusilero

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📅 Feb 18, 2002 🇵🇭 Filipino

Objective

To obtain a challenging position in a BPO company that values customer service, communication skills, and adaptability, where I can leverage my previous experience in the industry and my entrepreneurial background to provide excellent service and drive results.

Experience

Sales Advocate II (AT&T Directv Sales Representative), Concentrix

Mar 2022 – Apr 2023 | Clark, Philippines

- Achieved the following awards: Premium Rockstar Champion, Sales Champion, Broadband Champion, UNEX Champion, Voice of the Customer Rating Champion, Repeats Champion, and Resolution Champion.

- Maintained excellent customer service by resolving customer concerns promptly and accurately

- Consistently exceeded sales targets and helped the team achieve top performance rankings

- Completed training in various products and services, including TV, Internet, and phone packages

ENTREPRENEURIAL EXPERIENCE, VARIOUS BUSINESSES (2019 – Present date)

Jan 2019 – present

- Successfully ran a shoe reselling business, utilizing online platforms to reach customers and drive sales

- Experienced in cryptocurrency trading, particularly NFTs

- Owned and operated an e-sports betting business for a short amount of time

Personal information

- Age : 21 Years Old
- Gender: Male
- Date of Birth: February 18, 2002
- Religion: Roman Catholic

Skills

- Excellent customer service skills

- Strong communication skills, including the ability to communicate effectively with customers, colleagues, and stakeholders in a multi-cultural or multi-lingual environment

- Proven adaptability and flexibility in dealing with changing circumstances and technologies

- Proficient in Microsoft Office and Google Suite

Education

College, Information Technology Don Honorio Ventura State University

2020 – 2021

Senior High school,

TVL-ICT, AMA Basic Education Apalit

2018 – 2020

Junior High School,

San Vicente San Francisco National Highschool

2014 – 2018

Elementary, San Vicente Ferer Elementary School

2008 – 2014

References

Kit Sese, Transition Advocate, Concentrix Clark
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Sarah Cayetano, Operation Manager,
Concentrix Makati
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