



APPLICANT

# PAUL JOSEPH LUAYON C.

## GET IN CONTACT

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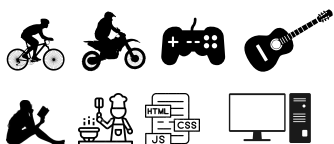
## PERSONAL PROFILE

"Adaptable to dynamic work environments, with a steadfast commitment to reliability, a robust work ethic, adept problem-solving skills, and a collaborative team spirit. Leveraging over six years of experience in the BPO industry, I also bring proficiency in a range of computer applications and a strong command of the English language."

## SKILLS

- Communication Skills
- Social Media Management
- Data Entry
- Transcription
- Customer Service
- Email and Chat Support
- WordPress
- Technical Support
- Tech-savvy
- MS Office/Google Workspace
- Photo Editing
- Team Player
- Independent

## HOBBIES



## EDUCATION HISTORY

Brokenshire College of Davao  
November 2018 – 2020  
Bachelor of Science in Nursing

Brokenshire College of Davao  
June 2011 – November 2012  
Bachelor of Science in  
Information Technology

## WORK EXPERIENCES

### VIRTUAL ASSISTANT | FREELANCER

- WordPress
- Lead-Generation
- Digital Marketing
- Drip Marketing (Email and Text)
- Data Entry
- Research
- SEO

### CUSTOMER SERVICE – FIRSTLEAF WINE CLUB / CEREBRAL INC.

ResolvedCX | November 2022 – January 2024

- Order Processing (including logistics) via Email and Phone
- Worked with billing, and renewal of subscription
- Upsell products and services

### TECHNICAL SUPPORT – FRONTIER COMMUNICATIONS

Full Potential Solutions Inc | August 2021 – October 2022

- Resolved technical-related issues
- Promoted and upsell products and services

### TECHNICAL SUPPORT – COMCAST/XFINITY

VXI Global Holdings BV | September 2019 – June 2021

- Resolved technical-related issues
- Promoted and upsell products and services

### CUSTOMER SERVICE – AMERICAN HOME SHIELD

Alorica Davao | April 2019 – September 2019

- Resolved issues regarding home warranties and policies

### TECHNICAL SUPPORT – ALDI MOBILE AUSTRALIA

Sutherland Global Services | August – November 2015

- Dealt with technical and billing issues

### TECHNICAL SUPPORT – COMCAST/XFINITY

Teleperformance Philippines | September 2013 – June 2015

- Resolved technical-related issues
- Promoted and upsell products and services

### TRANSCRIPTION | CHAT & EMAIL SUPPORT

611 Global Services | May 2012 – August 2013

- Transcribed audio files to text or word format
- Assisted customers via Remote Desktop Sessions