



**Jeffrey Alcain Garrera**

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### **Skills**

- \*Communication Skills**
- \*Software Proficiency**
- \*Time Management**
- \*Flexibility**
- \*Attention to detail**
- \*Multitasking**
- \*Leadership**

### **Tools and System**

- \*Avaya X**
- \*Vical**
- \*Convoso**
- \*Call Shaper**
- \*Zendesk**
- \*Microsoft Office**
- \*Prospect Boss**
- \*Sales Radix**
- \*Sales force**

## **Internships**

### **Student trainee**

**Social Security System, Davao City**  
**Accounting Department/Sales Team**  
**March 2004 – May 2004**

- Responsible for the management and reporting of financial data and sales. Preparing financial statements, analyzing accounts, and ensuring compliance with financial reporting and other standard accounting procedures.

## **Education**

### **2 Years of Computer Programming**

**Philippine College of Technology, Davao City**

- Write programs in a variety of computer languages, such as C++ and Java
- Update and expand existing programs
- Test programs for errors and fix the faulty lines of computer code
- Use code libraries, which are collections of Independent lines of code, to simplify the writing.

## **( Recent job FREELANCING/Employment)**

- **ETN AMERICA**

**From August 2022 till Feb 2023**

**ISA- Inside sales agent ( Real ESTATE) /Cold Caller**

- For home improvement , leads and follow ups, making outbound calls and sales.

- **Clubwealth Real Estate Consulting and Coaching.**

**From March -2023 - September 2023**

**ISA- Inside Sales Agent ( Buying and selling)**

Communicating with customers, making outbound calls to potential customers, and following up on leads. CRM specialist.

- **Ideal Concept Inc. – Screener/Qualification Specialist.**

Location: Allentown PA, USA

From October 2023- March 2024

\*My job is to qualify individual by cold calling if they were fit to get Market place health insurance. Once qualified then connect them to the License Health insurance agent.

## **Employment**

### **Sr. Customer Support 1/Upsell products and services (Hybrid Agent)**

**Six Eleven Global Services**

**Account: LiveSalesMan, E-commerce website(Multiple sites)**

**March 2013-April 2015**

- Answering questions about a company's products and services.
- **Processing orders and sales transactions**
- Resolving Issues and troubleshooting technical problems.
- Handling customer complains
- Tracking packages and monitoring the logistic side of the company.

### **Sr. Customer Support Advisor/Upsell products and services**

**Convergys/Concentrix**

**Program: At&T Cricketwireless**

**April 2015 – July 2022**

- Handle and carefully respond to all customer inquiries via inbound calls and email using Zendesk.
- Provide excellent customer service through active listening
- Work with confidential customer information in a secure manner
- Aim to resolve issues on the first answering proactive
- Appropriately and adequately communicate with customers

## **References**

Lyndon Payot  
ENT America  
Virtual Assistant  
09299692915

Ariel Timosa  
Concentrix Davao  
Subject Matter Expert  
09392057339

Irish Manikan  
Virtually  
Virtual ssistant  
09513820134

