



Nikko Sedigo

Customer Service Specialist

Detail-oriented individual with eight years of management experience wanting to practically explore and experience potential by delivering the best services to the company.

Contact

- 📍 Brgy. Bata, Bacolod City
Negros Occidental 6100
- ✉ nikko.sedigo07@gmail.com
- ☎ +639159643991

Key Skills

- Excellent conceptual and analytical skills
- Good written and oral communication skills
- Effective interpersonal skills
- Adequate skill in Geographic Information
- Project Administrator skills
- Team Management/ Leadership Skills
- Proficient in Data mining and Data analysis
- Proficient in Quality evaluations on calls and chats
- Multi-window Chat Support

Tools & Technologies

- Avaya
- GIS
- Dialpad
- ClickUp
- ASCR
- Amadeus
- AutoCAD
- Zendesk
- Hubstaff
- Notion
- RouteGenie
- Google Suite
- Microsoft Tools
- LinkedIn Recruiter
- LinkedIn Sales Navigator
- Huddle/Training Management System

Work Experience

Team Leader December 2013 – June 2023

Concentrix CVG Philippines

- Coordinates and supervises the daily activities of business or technical support or production team members
- In charge of handling single and medium-sized line of business
- Decisions are guided by policies, procedures and business plan; receives guidance and oversight from manager
- Drives direct reports to achieve set metrics and business goals thru coaching, mentoring and providing regular feedback.
- Achievements :
 - Multiple Top Team and Top TL Awards
 - Top Sales Team
 - Six Sigma Yellow Belt

Scheduler | Dispatcher | Recruiter November 2020– April 2023

Premier Transport

- Responsible for data entry of trip information, patient details, and driver assignments, into the company's scheduling software
- Provided dispatch assistance to drivers by relaying trip details and maintaining clear communication channels throughout the transportation process
- Conducted phone interviews with potential driver candidates

Project Administrator February 2022– June 2022

InternalExternal.io

- Analyzing LinkedIn profiles to determine classifications (experience level, skills, calibration, levelling, attributes and others as we develop)
- Reviewing LinkedIn profiles in our software and updating changes
- Researching companies for different projects: technologies, size, stage, location
- Source talent for our general talent pools and potentially specific companies

Chat Support Specialist February 2021 – November 2021

Tawk.to

- Provides general support, mainly thru chat, to more than 200 properties with their customers that has questions about their product

Education

BS Civil Engineering

Visayas State University
June 2013