

ROLANDO VELEZ

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Profile:

I bring over a decade of dedicated service in the BPO Industry, specializing in Customer Service, Escalations, Technical Support, and Finance. My proficiency spans across various communication channels including phone, chat, and email. Now, I'm eager to extend my expertise into the realm of SEO, aiming to broaden my skill set and contribute effectively. I firmly believe that TLG, with its reputation for fostering growth and development, is the perfect place for me to flourish.

Work Experience:

1. Customer Service/Escalations

Aegis People Support
(Now Teleperformance)
Cebu City

2013 - 2015

TRAVEL Account (ORBITZ)

ROLE/S:

- Assist customers with their flight, hotel, and car reservations.
- Process cancellations and refunds.
- Take supervisory calls and escalations.
- Phone and email medium.

2. Technical Support

Convergys (Now Concentrix)
Cebu City

2015 - 2022

Payroll & Accounting Software (INTUIT)

ROLE/S:

- Assist customers with system navigation, troubleshooting.
- Process cancellations and refunds.
- Phone, chat, and email medium.

3. Finance

A Star Media Marketing Incorporated

2022 - 2024

Publishing and Marketing Services

ROLE/S:

Sales Representative/Fulfillment Officer/Finance Manager

- Reach out to prospects via phone, email, and/or text message.
- Update necessary trackers and reports.
- Process real time payments and send invoices to clients.

Education:

Cebu Technological University

Associate in Industrial Technology

Major in Civil Technology

Graduated 2019