

SHERYL J.BROBIO

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Skype: prettymax1

Experienced Professional **English Communication Excellence/ Voice & Accent Trainer** • Results-oriented Corporate Trainer who provides top-level support to growing companies. Adept at learning new products and services • SEO Specialist • eBook Writer Web Content Editor and Writer • Transcriptionist • Telemarketer • **Affiliate Marketer** • **Business Support Manager (Remote)** • Technical Support • **Excellent Customer Service Representative** • Agricultural Technologist • **Wordpress site builder & content manager** • Operations Manager • Plant Pathologist/Biologist/Researcher • Designed and developed learning solutions for English learners all around the globe • **Excellent verbal and written communication skills** • Written and Designed business plan, manuals, modules and strategies for Business Entrepreneurs and for Training programs • Front Office Services Training National Competency II passer • **Social Media Marketing**

PROFESSIONAL EXPERIENCE

Call Center Trainer & College Instructor

June 2014 to April 2015

Southern Luzon Technological College Foundation Inc. and INFORMATICS Computer Institute
Teaching Natural and Environmental Sciences to BSBA and BSTM College students
Teaching English Grammar and English Communication Skills
Voice & Accent Training

Call Center Trainer

July 2013 to June 2014

Southern Luzon Technological College Foundation Inc. BPO Incubation Center and Embarcadero de Legaspi, Legaspi City Philippines
Culture and Communication Excellence Trainer that handles advanced call center training aiming to optimize agent's skills to produce quality call center trainees that will be ready for employment in the BPO industry.

Training includes :

- *Call Center Basics*
- *Personality Development*
- *Telephone Skills for Inbound and Outbound Accounts*
- *English Proficiency*
- *US 101*
- *Technical Enhancement*

Voice and Accent Communication Excellence Trainer

December 2012 to March 2013

Sutherland Global Services Pili, Camarines Sur Philippines
Communication Excellence Trainer for H&R Block and Intuit accounts
Handles "Near Hire Training" that is divided into 2 sections :

- *Developing Fundamental Communication Skills*

- Developing Customer Service Skills and Focusing on the American Consumer

Call Center Trainer

September 2011 to December 2012

Southern Luzon Technological College Foundation Inc. BPO Incubation Center Embarcadero de Legaspi, Legaspi City Philippines

Culture and Communication Excellence Trainer that handles advanced call center training aiming to optimize agent's skills to produce quality call center trainees that will be ready for employment in the BPO industry.

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- *English Proficiency*
- *US 101*
- *Technical Enhancement*

Customer Service Associate

March 2010 to September 2011

CONVERGYS CORP. UP Science Technohub Quezon City Philippines

Customer Service Associate for GE Money

Technical Support Representative for AT&T Uverse

Agriculture Technologist

Feb 2009 to March 2010

DEPARTMENT OF AGRICULTURE – TABACO CITY

Agriculture Technologist for Rice and Corn Production

Handled increase in production of quality corn/rice for human consumption, feeds and industrial uses, and improve farmers' incomes and quality of life

Operations Manager/Owner/Product Trainer

Dec 2007 to Jan 2009

SBC OUTSOURCING Tabaco City Philippines

Online Advertising, Telemarketing, Customer Service, SEO for US clients (remote)

Regional Project Manager

January 2007 to January 2008

TELECHOICEDATA COMMUNICATIONS Tabaco City Philippines

Handling people working on data entry projects and customer service and outbound telemarketing campaigns for this US based company

Researcher/Applied Biologist

June 2002 to January 2006

Bicol University College of Agriculture and Forestry Guinobatan, Albay Philippines Extension Office

Conducted survey and research on buffer-zone communities of Mt.Masaraga Philippines for the study of their gender-based activities

Researcher

January 2002 to June 2002

ORIENT INTEGRATED DEVELOPMENT CONSULTANTS INC Legaspi City Philippines
*Conducted research and survey for the Water Resources Development and Management Plan
Formulation of the Bicol River Basin Philippines*

ONLINE WORK EXPERIENCE

Virtual Assistant - USA

Social Media Marketer/Wordpress Site Builder & Content Manager/Affiliate Manager
Max Wooten www.okdrainman.com 5806030208
Year 2014 - April 2016

Web Administrator/Owner/Affiliate Marketer

www.strugglingmothers.com
Year 2014 - April 2016

Business Support Manager - UK

www.privatetuitiononline.com
Setting of appointments, Article Writing, Handling Calls both Inbound & Outbound
Web Admin and Assistant to the CEO
Nov 2014 - July 2015

Virtual Assistant - USA

2008 to June 2011
Researcher, Online Advertiser, Customer Service Rep and SEO Specialist
Mr. Ruben Marcell, Las Vegas Nevada USA, +1702-224-4275

Web Content Editor/Virtual Assistant - UK

www.fitness.com
Web content management
FITNESS MANAGEMENT LTD.
Sean Glendinning +49 250-763-5850 HRB 67098 Germany
Jan 2007 to Jan 2009

eBook / Web Writer - USA

2006 to 2009
Research, Web content Editing, Online directory link submissions , SEO and E-book editing
(www.carollallen.com, www.dating-advice-for-women.net, and Ebook "Catch Him And Keep Him".)
Mr. Donovan Glass of Orem Utah USA +1801-471-4319

eBook Writer - USA

www.courtneysmith.com
June 2006 to June 2009
The Ultimate Guide to the Glycemic Index
eBook for Ms. Courtney Smith, Marina del Rey, CA 90292, +1 888.464.8666,

Virtual Assistant/Business Manager

March 2008 to Oct 2013
Managing Philippine Team for Customer Service & Online Advertising
Mr. Jonathan Nice Entrepreneur Orlando CA USA +13217040427 niceint@gmail.com

Telemarketer and Home-based Manager for Virtual Telemarketers in the Philippines- USA

www.myguyoscar.com

April 2007 to November 2008

HEALTH INSURANCE SPECIALISTS, Telemarketer

Handling outbound calls to the US generating leads and sales as well as Managing Virtual Telemarketers from the Philippines doing the same task

Mr. Oscar Alvarez alvarez@myguyoscar.com +1 636 262 284

Infomarketer / Virtual Assistant - Canada

www.9676711.com

August 2007 to October 2007

Provided informational advice to a service/product which is either free or covered given mainly to immigrants in America and Canada

Dr. Brian Yip (Ophthalmologist) Ontario, Canada +1416-967-6711

Virtual Assistant / Transcriptionist - USA

Mr. Mike Santos misimco@yahoo.com

June 2002 - July 2007

CERTIFICATION

- Bachelor of Science in Applied Biology Majored in Plant Pathology, Bicol University CAF , Philippines 2002
- Train the Trainer for Global Call Center Program (T3) Cyber City Clark Pampanga Dec 2011
- Career Service Professional (Civil Service) 2001
- Career Service Sub Professional (Civil Service) 2002
- Front Office Services National Competency II 2013

REFERENCES

- Ms. Guia Asaytuno Training Head SLTCFI BPO Incubation Center Legazpi City 09208289444 guia_asaytuno@yahoo.com
- Ms. Maria Susana De Leon OIC for operations, PO and Head for Communications Dept Training Central Luzon school of digital arts Inc. Cabanatuan City clsda.bizdev@gmail.com 09159879776
- Mr. Joey Soniega Bicol University CAF- Instructor Guinobatan Albay 090797261557 jsoniega@yahoo.com