



+639159493843

Funda.Fred28@gmail.com

Villa Arevalo, Dolunan, Iloilo city, Philippines Zipcode 5000

Watch my Loom Video to know more about me;

<https://www.loom.com/share/c5163dc71841486883259bd275f36678?sid=3f5197f4-b6a1-4b94-bc6c-0d8139161bc7>

Education

College level .Airline Management student

Expertise

Digital Marketing

Product Research

e-Commerce

Copywriting

SEO

Lead Generation, using

Apollo IO, Google Mining

Cold Calling, using various tools like, Ring Over, Go High Level, Scale 13, Call Hippo

Calendar Management- Calendly Web Application like- Asana and Trello

Language

English

FRED FUNDA JR

Customer service pro|Lead Generation Specialist|HIRE ME

About Me;

Experienced customer service professional with 7 years of diverse industry expertise. Proven track record in delivering exceptional customer experiences. Skilled freelancer since November, adept in various tasks including lead generation, chat support, and social media management. Proficient in Microsoft PowerPoint and Excel. Dedicated team member committed to exceeding customer expectations.

Work Experience

Work in BPO for the past seven years, handled different campaigns and different LOB's .handled incoming calls, emails, and chat messages from customers, addressing their concerns and resolving issues in a timely and professional manner. .maintained accurate records of customer interactions and transactions using CRM software. .achieved high levels of customer satisfaction and met performance metrics, including call handling time, first call resolution, and customer retention. .Provided administrative support to the executive team, managing calendars, scheduling appointments, making travel arrangements, and handling expense reports. .coordinated and executed events, such as conferences and meetings.

References

Louis Haisha
USA Benefit
Group/Area Manager
Phone: 248-747-1665
Email : lhaisha@usabg.com

Charmis Joy Ramos
Customer Service Pro
Phone: +639553645199
Email : ladeechiix@gmail.com

Cover Letter



Hire me! With 7 years in customer service and 2 years as a versatile freelancer, I bring experience in appointment setting, executive management, and lead generation. I'm confident in delivering exceptional results and eager to contribute to your team's success. Thank you for considering my application. Fred Funda Jr.