



CONTACT INFO

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PROFESSIONAL SKILLS

- Possess C1 written and verbal communication skills
- Social responsible
- Can perform appropriate multi-task in navigational and customer services field
- Hard-working and fast-learner

REFERENCES

- Erwin Berondo | Sutherland PH/Team Leader | 09278110460
- Rodel Velasco | Transcom PH/Manager | 09565734334
- Arnel Pelongco | Transcom PH/Team Leader | 09914314592

SOFTWARE EXPERIENCE

- CRM tool knowledgeable
- Microsoft Apps literate (Spreadsheet, MS Word, MS Excel, etc.)
- Google Apps literate (Mail, Calendar, Spreadsheet, etc.)
- Multimedia Apps literate (Facebook, Instagram, X former Twitter, etc.)
- Mailing and Messaging App knowledgeable (Hotmail, Gmail, Ymail, etc.)

Marvin Flores

WORK EXPERIENCE

ROLE/POSITION

TELEPERFORMANCE PH | December 2018 - December 2020

- Customer Service and Sales Representative (T-Mobile)
- Technical Support and Sales Representative (T-Mobile)
- was able to attain promotion after 6 mos as a TSR due to consistent competitive scores through providing outstanding resolution in providing an excellent customer service and transitioning the conversation to sale.

ROLE/POSITION

IBEX DAVAO | January 2021 - June 2021

- Customer Service and Sales Representative (AT&T)
- Providing a top rated customer experience by checking the best possible resolution with customer's concern and discovering their needs to transition the call to sales and recommend a product that would suit their needs.

ROLE/POSITION

TRANSCOM PH | July 2021 - May 2022

- Customer Support and Sales Representative (Xfinity/Comcast)
- work from home set-up with limited support available
- Providing excellent customer service and recommend solutions based on customer's needs.

ROLE/POSITION

TRANSCOM PH | June 2022 - July 2023

- SALES COACH/ TEAM LEADER (Xfinity/Comcast)
- After consecutive top rated performance by achieving Performance Indicator scores, Was able to get promoted to Sales Coach and was able to assign on a certain team for a couple of months.
- My role as a SALES COACH is to monitor all the bottom performer agents within our cluster (composed of 9 team) and provide them a one-on-one coaching to improve their performance and continuously monitor them with their improvements.
- As a Team Leader, I am focused on the growth on specific agents under my management doing call monitoring and one-on-one coaching in order for them to achieve their individual scores and for us to attain our monthly team kpi target.

ROLE/POSITION

SUTHERLAND GLOBAL PH | July 2023 - May 2024

- Customer Service and Sales Representative (AT&T/DIRECTV)
- Provide an excellent customer experience, discovering customer's needs, transition each and every call to sale by recommending products that suits their needs.
- Top Seller Agent for the first quarter of 2024

EDUCATION

CREWSHIP'S MARITIME TECHNOLOGY CORPORATION

June 2012- March 2014

Basic Deck Seafaring Course