




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.

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Watch my Loom Video to know more about me;

 <https://www.loom.com/share/c5163dc71841486883259bd275f366782sid=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

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

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Charmis Joy Ramos

Customer Service Pro

Phone: +639553645199

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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.