



NEIL GABION

About Me

Resourceful Independent Contractor for the last 5 years working as a Sales Development Representative, appointment setter, cold caller and also worked in marketing. Have worked for 14 years in the BPO industry as a Customer Service Representative, Technical Support Representative and Sales Support Representative.



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Dubai, UAE

EXPERIENCE

Wing Assistant

Independent Contractor

February 2023 - March 2024

- We developed and maintained user documentation to establish product understanding.
- I collected, arranged, and input information into the database system.
- Throughout the entire project lifecycle, I communicated effectively with clients, keeping them informed of progress updates or any potential issues that arose.
- I maintained database systems for tracking and analyzing operational data.
- We worked closely with clients to gain a better understanding of the entire project scope.
- Quickly adapting to changing demands or unforeseen challenges within a project's scope without compromising results.
- I gathered, organized, and inputted information into a digital database.
- I am passionate about learning and devoted to continuous growth.
- Used critical thinking to analyze problems, assess solutions, and make judgments.
- Improved communication abilities through repeated encounters with others.
- Set up appointments for clients, made cold calls, used email marketing, and pre-screened candidates for job vacancies.



Magic, Inc.

Independent Contractor



May 2022 – November 2022

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Telewyze

Independent Contractor

August 2021 – February 2022

- Successfully worked both independently and as a motivated and productive team member.
 - Make cold calls to potential consumers, provide them the information they need, and, if possible, schedule appointments.
 - Using a client-provided list of phone numbers to reach future clients.
 - Adherence to protocols allowed for the provision of comprehensive information.
 - Meet with the consumer once a week to provide updates.
 - scheduling a meeting between the potential consumer and a skilled underwriter.
 - Maintaining a detailed call record, including unanswered calls.
 - Making an effort to contact potential clients who you have not been able to reach.
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Exclusive Calls
Independent Contractor
February 2021 – August 2021

- Call potential prospects using the leads provided by the client.
- Successfully maintained open channels of contact with clients throughout the project's duration, notifying them of developments or potential concerns.
- Maintained database systems for monitoring and analyzing operational data.
- Worked closely with customers to acquire a better knowledge of the project's broad scope.
- Quickly adapt to changing needs or unexpected impediments within the scope of a project without sacrificing results.
- Collected, organized, and entered data into an electronic database.
- Exhibited the ability to learn quickly and adjust to changing situations.
- Passionate about education and committed to lifelong learning.
- Critical thinking was used to analyze problems, evaluate alternatives, and draw conclusions.
- Regular interaction with others has improved communication skills.
- Creating and maintaining a database of new and existing clients.

LANGUAGE

- English
- Filipino

Staff Calltune
Inside Sales Representative
August 2019 – November 2020

- Consumers ask questions and I provide answers, I help resolve their problems, and I offer further information through phone and email.
- I maintain and enhance the prospect database.
- Attentive care, timely resolution of complaints, and the provision of customized solutions resulted in an increase in customer satisfaction.
- The CRM software maintained precise contact and account information.
- I attend meetings and sales events to learn about the newest advances and explore new sales methods.
- I stay informed about product and service information, as well as competitive offerings.
- Sales opportunities are identified by understanding customer requirements.
- Needs are determined, solutions are delivered, and objections are overcome using consultative selling abilities.

EDUCATION

AMA Computer Learning Center

Computer System Design and Programming
City of Calamba, Laguna 4027 Philippines
June 1994 - May 1996

Phrear School of Theology

Bachelor in Bible & Theology
Celebration, FL 34747 USA

Sykes

Technical Support Representative

January 2019 - July 2019

- Identify hardware and software solutions for clients' Pixel devices.
- Guiding consumers through a series of steps to address issues with their Pixel machines.
- Providing excellent customer support by promptly reacting to complaints and providing clear, concise explanations of technical solutions.
- Breaking down and assessing user problems using test scripts, personal experience, and probing questions.
- Customer interactions were meticulously documented in the case management system, ensuring that complete records were preserved for future reference.
- High-priority cases were escalated promptly to ensure prompt response times for serious circumstances that required advanced attention or expertise.
- To better serve my clients' needs, I maintain my personal technical competence up to date by attending courses, seminars, and self-study.
- Remotely advised customers who were experiencing technical difficulties, guiding them through step-by-step resolutions using patience and expertise.
- Handled challenging customer issues with diplomacy and skill, frequently turning negative experiences into pleasant ones.
- Configure hardware, devices, and software to create staff workstations. Maintain servers and systems to ensure that networks function properly during peak hours.
- Resolved complex technology difficulties using effective troubleshooting techniques, hence increasing the user experience.

Sykes

Technical Support Representative

November 2018 - January 2019

- Speaking with customers to quickly get to the root of the issue.
- Taking clients through a set of steps to resolve an issue.
- Identifies and addresses consumer concerns about Google Play.
- Takes calls from clients who have questions about their gift cards or other payment methods.
- Credits are processed as warranted.
- Customers can obtain contact information for app makers in case they need to make credit requests.
- Escalating issues to the appropriate departments for future reference.
- Provided exceptional technical support to clients.

TELUS International
Technical Support Representative III
November 2017 - May 2018

SKILLS SUMMARY

Technical Support
Ability to Multitask
Cold Calling
Appointment Setting
Deadline Adherence
Teambuilding
Works Independently
Self-Motivated
Clerical Support
Analytical
Critical Thinking
Flexible and Adaptable
Planning and Coordination
Organized
Good Telephone Etiquette
Customer Service

- Speaking with or communicating with customers might help them quickly resolve their G-Suite account issues.
- Taking clients through a set of steps to resolve an issue.
- Answers calls and chats from customers that have problems with their G-Suite accounts.
- Helps customers with email, account, and other G-Suite-related issues.
- Helps customers with various issues and/or refers them to the appropriate department for further assistance.
- Providing support in the form of procedural documentation
- Follows up as needed to verify that issues are resolved.
- Customer interactions were meticulously documented in the case management system, ensuring that complete records were preserved for future reference.

Convergys
Sales Associate I
November 2015 - October 2016

- Understanding and promoting the company programs
- Introducing offers and opportunities for customers.
- Greeting clients, responding to inquiries, building engagement with service, and providing great customer service
- Helps AT&T GoPhone subscribers with credit requests, refills, basic troubleshooting, SIM card, and phone updates.
- Process a customer's charge to their mobile phone number.
- Answered customer questions about products and services, helped them find what they needed, and promoted vital items.
- Clients were informed about current promotional items and products using persuasive marketing tactics.
- Established a strong rapport with customers and left a favorable impression of the company.
- Responding to client questions about loan terms, products, price, and availability.



Convergys

Trusted Advisor



February 2014 - November 2015

- Helped manage and resolve billing disputes and collections.
- Takes calls for AT&T customers and informs them of delinquent invoices.
- Allows customers to process payments for their accounts.
- Advising customers about their payment alternatives and recommending payment methods and amounts.
- Negotiating reasonable and feasible payment plans.
- Negotiated settlements within acceptable parameters, attempting to maintain positive customer relationships whenever possible.
- Debtor payments were processed, and accounts were adjusted to reflect the new balances.
- I responded to consumer inquiries and provided detailed account information.
- Established customer relationships to encourage late account payments.
- Worked with customers to create a debt repayment plan based on their current financial condition.
- Ensured compliance with all applicable federal, state, and local debt collection laws while protecting consumer rights.

JPMorgan Chase & Co.

Merchant Chargeback Advisor

August 2013 – January 2014

- Responsible for researching and addressing consumer billing concerns regarding merchant disputes, guaranteeing cardholder satisfaction, and minimizing bank losses.
 - Investigate disputed credit and/or debit card transactions and take appropriate action to resolve them, such as giving refunds or debits to cardholders or merchants or canceling transactions.
 - Resolves client complaints, disputes, and chargebacks, as well as identifying and mitigating the risk factors that contribute to them.
 - Investigate credit and/or debit card transactions to see if purchases were made.
 - Evaluate cardholder-initiated complaints via contact center referrals and written correspondence/email on these topics, with a focus on engaging conversations with Chase customers.
 - Provide resolution to clients by phone or written letters within the delivery time limits.
 - meets all regulatory criteria and policies.
 - Developed the ability to think critically with sound judgment.
 - Determines the appropriate response and ensures that it is communicated to the appropriate parties, including any required papers.
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CERTIFICATES

Technical Education And Skills Development Authority

CERTIFICATE of COMPLETION

Diesel Engine Tune Up

February 20, 2019

CERTIFICATE of COMPLETION

Supervising Work-Based Learning

April 13, 2024

Dell International Services Sales Support Representative November 2009 – June 2013

- Serve as the first point of contact for customer inquiries, providing excellent customer service and responding to their needs immediately.
- Troubleshooting customer orders, account statuses, and related difficulties.
- Receives information and requests from the Sales team through Fusion or KANA. Communicates directly with sales and/or customers via email or phone.
- Rush order requests are expedited, and sales orders and shipment data are updated as needed.
- Performing data entry for sales figures, metrics, and other relevant information while keeping an organized and accessible filing system.
- Assists customers with replacements, credits, order status, and shipment of parts and/or accessories.
- Collaborates with internal departments to ensure that orders are fulfilled on schedule and accurately, while also resolving any difficulties or anomalies.
- Sends emails to customers as needed to provide status updates on their cases.
- I redirected calls as appropriate and collaborated with my supervisor to address any outstanding issues or concerns.
- Customers received high-quality assistance via phone calls, emails, and online chat.
- Responsibilities include updating a CRM database with accurate client information, responding to customer inquiries, scheduling meetings and sales appointments, and checking order status.

Dell International Services Customer Care Senior Assistant August 2007 – November 2009

- Discussed promotions, products, and anything relevant to improved and more acceptable customer service.
- Maintaining an accurate Customer Relationship Management (CRM) database entails entering and updating client data.
- Handle client problems and respond with applicable solutions and alternatives within the time range indicated.
- Customers received high-quality assistance via phone calls, emails, and online chat.
- I answered the phone and gave callers with the appropriate information and assistance.
- To respond appropriately and accurately to the caller's request, use the necessary internet reference sites and conduct research on pertinent content.
- Handles all incoming customer inquiries and questions about their order status, credit requests, replacement requests, and so on.
- Investigating and resolving customer concerns, followed by providing case numbers to clients.
- Always keep a positive, caring, and professional demeanor with customers.
- Ensure customer satisfaction and provide exceptional customer service.

Hinduja Global Services [HGS]

Customer Service Representative

October 2005 – July 2007

- Promotions, merchandise, and anything linked to providing better and more acceptable service to customers were all discussed.
- Information is accurately reviewed and databases are updated as appropriate.
- I redirected calls as needed and worked with my supervisor to handle any outstanding issues or concerns.
- Customers received excellent service via phone calls, emails, and online chats.
- Follows the client's specified policies for sharing account information and handling queries and complaints.
- Refer or transfer callers to the appropriate department, and/or give the caller with a toll-free number if needed.
- Handles calls related to account inquiries, account maintenance, dispute resolution, credit inquiries, card replacements, credit limit inquiries, programs, and promotional inquiries.
- Investigating and resolving customer concerns, followed by providing case numbers to clients.
- Processes credit card payments, boosts or lowers credit limits, and resolves open complaints.
- Upselling cards to clients who met the requirements.
- To increase customer retention rates, all major interdepartmental escalations were completed.

G5 Ink Refill

Assistant Marketing Manager

October 2004 – April 2005

- Analyzed prior marketing campaigns and revamped the company's marketing efforts to keep readers and attract new ones.
- Implement properly planned strategies to improve corporate business.
- Identifying marketing trends and key opportunities for innovation.
- Making visits, creating, and interpreting a variety of reports for cafés, homes, businesses, and others to promote ink refills.
- Worked wonderfully both alone and collaboratively.
- Strategies to Expand the Printing Market
- To better understand the company's goals, I researched user and consumer motivations.
- We assessed competitors' tactics while actively attempting to increase our own productivity.
- General office duties.
- Product and consumer data were gathered to produce realistic profit projections.

**Philippine Drug Enforcement Agency [PDEA] -
General Office Clerk
June 2003 - February 2004**

REFERENCES

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- Managed telephone and email communication networks, as well as office supplies, ensuring proper procurement.
- Handled and carried out clerical tasks such as filing, copying, and distributing mail.
- Managed daily data input and ensured that clerical information was correct and up to date.
- Assisted agents with administrative chores such as editing, proofreading, and document distribution.
- Maintained and tracked inventory of office supplies, notifying management of any shortages.
- Remained flexible, adaptable, and prompt.
- Reported to the Regional Director of PDEA CALABARZON.
- Supported a fast-paced manufacturing system by accurately processing incoming orders and assigning jobs as needed. Maintaining high levels of honesty and integrity.
- Maintain corporate files and records to ensure they are current.
- Collect reports from CALABARZON and compile them on a daily basis.
- Examined files, records, and other documents to acquire information for responding to inquiries.

**All Asia Customer Services Inc.
Customer Service Representative
January 2001 - January 2002**

- Promotions, items, and everything else related to providing better and more acceptable customer service were all discussed.
- Always keep a positive, caring, and professional demeanor with customers.
- Responding promptly to customer inquiries.
- Handles calls regarding transactions such as Globe Telecom Account Inquiry, Account Maintenance, Dispute Resolution, Credit Inquiries, Program and Promotional Inquiries.
- Inquiries are escalated to the appropriate staff as needed.
- Knowing our products inside and out enables you to answer questions.
- Provide feedback on the effectiveness of the customer service process.
- Databases should be updated as needed and information confirmed accurately.
- To increase customer retention rates, all major interdepartmental escalations were completed.
- To avoid on-hold wait times, consumer calls were addressed quickly.