



# CHRISTIAN FRIAS

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

## TOOLS

Mac OS  
Keynote  
Numbers  
Basecamp  
Microsoft Office  
Microsoft Excel  
Meta Business Suite  
Canva  
Google Workspace

## PERSONAL PROFILE

A dedicated and tech-savvy professional with 12 years of BPO experience and a strong ability to work both independently and as a team leader. I bring enthusiasm and a results-driven mindset to every task. My excellent organizational and communication skills ensure smooth operations and the successful completion of all responsibilities.

## WORK EXPERIENCE

### TEAM LEADER

**Concentrix 2017- 2024**

- Skilled in motivating, guiding, and empowering team members to excel while maintaining a focus on efficiency and quality.
- Focused on driving performance, fostering collaboration, and delivering results.

### AGENT/ SME

**Convergys/ Concentrix 2015-2017**

- Guiding teams
- Provides strategic insights and solutions
- Drives best practices for optimal outcomes

### CSR

**VXI 2014-2015**

### CSR

**Teleperformance 2012-2014**

### CSR

**APAC/ Alorica 2011-2012**

## EDUCATION HISTORY

**Far Eastern University**

- Bachelor of Science in Commerce Major in Legal Management
- Member, LegMa Society
- Member, FEU Cheering Squad