



KEVIN DARIS AVERGONZADO

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Lead generation
- Appointment Setting
- Data Entry
- Internet Research
- Recruitment
- Social Media Manager
- Customer service

TOOLS

Google workspace
Freshdesk
Zendesk
Microsoft Office
Microsoft Excel
Meta Business Suite
Slack

PERSONAL PROFILE

A Lead Generation Specialist with a total of 3 years experience and various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

WORK EXPERIENCE

SALES MARKETING PROFESSIONAL

[Nissan Cebu Distributors Inc.](#) | Sept 2022 - May2024

- Understands Nissan automobiles by studying characteristics, capabilities, and features; comparing and contrasting competitive models; inspecting automobiles.
- Develops buyers by maintaining rapport with previous customers; meeting prospects at community activities; greeting drop-ins; responding to inquiries; recommending sales campaigns and promotions.
- Qualifies buyers by understanding buyers' requirements and interests; matching requirements and interests to various models; building rapport.
- Demonstrates automobiles by explaining characteristics, capabilities, and features; taking drives; explaining warranties and services.
- Closes sales by overcoming objections; asking for sales; negotiating price; completing sales or purchase contracts; explaining provisions; explaining and offering warranties, services, and financing; collects payment; delivers automobile.
- Provides sales management information by completing reports.
- Updates job knowledge by participating in educational opportunities; reading professional publications.
- Enhances dealership reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Performs other related duties as assigned from time to time

HOME-BASED JOBS

LEAD GENERATION SPECIALIST / TEAM LEADER

Excel Contact Solutions | Jan 2020 - April 2022

- Familiarize with the products and services offered by the company
- Research potential clients and generate leads
- Contact potential clients via chats
- Qualify prospects based on their needs
- Schedule appointments with qualified prospects and close the sale
- Maintain accurate records of all communications with potential clients
- As a team leader I conduct interview and train the new hires.

OUTBOUND RECRUITMENT SPECIALIST

Intelycare | Oct 2019 - Jan 2020

- Recruiting, hiring, on-boarding, training and personnel management.
- Plays the integral role in interfacing with caregiver staff in ensuring the proper caregiver and client match. Ensures that all referrals are received in an accurate, detailed manner and are properly handled.
- Performs various supervisory activities for scheduling appropriate caregivers to clients; scheduling nursing visits; timecard processing, where necessary; and monitoring of telephony system for documentation completion and other payroll responsibilities as needed. Performs other office coordination duties including but not limited to filing and answering the phones
- Maintains a positive demeanor at all times and is able to effectively multitask in a high-functioning office

BPO WORK EXPERIENCES

CUSTOMER SERVICE REPRESENTATIVE

EXL | Jan 2019 - Oct 2019

- Manage all aspects of airline bookings with rates above the city caps and for sold-out situations.
- Manage any airline reservations with rates booked over client-defined threshold by working the queue for review and potential rebooking into a lower cost property or rate type.
- Review all online and offline reservations with requests for specific first choice airlines, rate types and/or sold out city situations.
- Reviews all PNRs and works via GDS, phone and email to try and move to a lower cost rate.
- Seasonal or Project-based Account

CUSTOMER SERVICE REPRESENTATIVE

Outbounders | Zamplebox | Oct 2016 - Oct 2018

- Manage incoming emails, chats and phone calls
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits
- Keep records of customer interactions, process customer accounts and file documents
- Take the extra mile to engage customers
- Respond to customer inquiries on our Facebook Page and Instagram.
- Handle processing, tracking, and checking orders or available stock.

BPO WORK EXPERIENCES

CUSTOMER SERVICE REPRESENTATIVE / TECHNICAL SUPPORT

Eperformax | Sprint | Feb 2016 - Sept 2016

- Provide effective and timely resolution of various customer inquiries and concerns.
- Build customer loyalty and value through effective account management, identifying appropriate additional products, features, and services, and collecting past-due balances.
- Deliver exceptional customer service using resource documentation for reference and the automated and training tools provided.
- Meet department productivity and quality standards.
- Approaches each call with a can-do mindset and treats each customer with respect, courtesy, and a genuine desire to help.

TECHNICAL SUPPORT ENGINEER

Calltek | Small Accounts | Dec 2014 - Jan 2016

- Provide technical help and conduct preliminary investigations into guest concerns and service requests.
- Respond to incoming calls to handle concerns in a timely way.
- Troubleshoot, configure, and maintain network infrastructure, including switches, routers, and wireless access points, for all hotels and RV parks.
- Resolve technical difficulties by escalating complex problems to higher-level help as needed.
- Document any technical queries, and create and review information for the knowledge base.

TECHNICAL SUPPORT REPRESENTATIVE

Sykes | Bell Alliant | Sept 2014 - Dec 2014

- Resolve issues related to computers, phones, tablets, modems, internet, networks, software, and the like. To that end, they perform tasks such as:
 - Answering customer questions to learn about their situation
 - Asking questions to get a better idea of what might be wrong
 - Diagnosing and providing clear advice on what the user can do to solve their problem
 - Logging information about the correspondence into the company's system to keep a record of actions
 - Maintaining composure and a positive attitude during difficult situations
 - Knowing when it's time to pass the customer to a supervisor, repair expert, or another appropriate team member for further assistance
- Seasonal or Project based account

TECHNICAL SUPPORT REPRESENTATIVE (CHAT)

24/7 | Sprint | May 2014 - Aug 2014

- Address problems with networks, computers, phones, tablets, modems, internet, software, and other similar devices. To do this, they carry out duties like:
 - Asking open ended questions to understand their circumstances
 - Providing clear recommendations on how to fix the user's situation.
 - Maintaining a good attitude in challenging conditions.
 - Identifying when to refer a customer to a supervisor, repair specialist, or other team member for additional assistance.
- Seasonal or Project based account

BPO WORK EXPERIENCES

CUSTOMER SERVICE REPRESENTATIVE

Sykes | Ally Financials | Sept 2013 - April 2014

- Work closely with clients to understand their reason for delinquency and current financial situation to gain commitments for past due payments.
- Offer suitable alternatives, in addition to explaining consequences of delinquency to customers in the attempt to resolve delinquency.
- Document all accounts accurately, clearly, and concisely noting the reason for hardship and potential repossession loss, as well as adhere to all state and federal laws in the handling of accounts.
- Demonstrate commitment to serving customer needs with the ability to problem solve or escalate special circumstance efficiently and with insight.
- Respond to customer inquiries via telephone, Shaw workflows, and/or e-mails within an established timeframe

CUSTOMER SERVICE REPRESENTATIVE / TECHNICAL SUPPORT

Qualfon | Straight Talk wireless | Feb 2013 - Sept 2013

- Resolves product or service problems by accurately understanding the customer's issue.
- Determine the cause of the problem, selecting the best solution to the problem and explaining to the customer the resolution
- Troubleshoot technical issues using all available tools Process customer orders and purchase of products and services
- Escalate to appropriate departments to expedite resolution of customer's issue
- Create or update customer information in the client database during and after each call
- Create accurate record of every customer transaction or interaction accurately, timely and professionally.
- Update customer information following the established client guidelines
- Comply to client and PCI guidelines in handling customer information

EDUCATION HISTORY

University of Cebu | Business Administration | 2012 - 2013

University of Cebu | Computer Engineering | 2009 - 2011

CERTIFICATIONS

IT Essentials: PC Hardware and Software | Cisco

- Install and navigate an operating system
- Upgrade or replace components of a laptop, printer or scanner based on customer needs.
- Configure computer to attach to an existing network
- Apply good communications skills and professional behavior while working with customers.
- Perform preventive maintenance and basic troubleshooting.