



GRINGGO BOY LUCENO



## SKILLS SUMMARY

- Customer Service
- Sales Negotiation
- Time Management
- Training Development
- Organization Skills
- Attention to Detail
- Dependable

## TOOLS

- Ring Central
- GoHighLevel
- Google Workspace
- Canva
- Microsoft Office

## PERSONAL PROFILE

**Passionate about delivering exceptional service and driving sales success -**  
 With a solid decade in the BPO sector. I acquired a solid foundation in customer service, sales, and training administration, I am committed to providing outstanding support, fostering team growth, and achieving business goals. My reputation is built on reliability, integrity, and effective communication. I'm excited about the opportunity to add value to your team and to foster a lasting partnership for mutual success.

## WORK EXPERIENCE

### Loan Originator | CSR | Team Leader

#### *Azpired BPO | 2013- 2017*

- I managed a team of 8 members handling loan processing and verifying US bank and employment information prior to approving client's loans request.
- Payment processing via ACH and real-time posting for card payments.

### Lead Generation & Market Researcher

#### *Citius Solutions | 2017 - 2019*

- Contact IT Executives to offer whitepapers. Also, I call property managers/real estate locators to do surveys and market research on managed properties.

### Sales Representative | Reservation Specialist

#### *Forward BPO | 2019- 2020*

- Dealing with Australian consumers to sell our home improvement products. Also, I manage luggage reservation for safekeeping at our registered facilities as a reservation specialist.

### Disputes and Claim Specialist

#### *Paypal | 2020 - 2021*

- As a PayPal claim specialist, I handle opening cases, investigating disputes, and processing claims for buyer and seller protection regarding PayPal payments.

### CSR & Training Development Administrator

#### *Valor Global | 2021 - 2024*

- In this remote role, I facilitated training preparations by collaborating with various departments and hiring managers before classes, organizing materials, managing schedules, appointments, and training room bookings for smooth operations.
- Contributed in course design to enhance leadership development across the organization.

## EDUCATION HISTORY

### *University of Cebu*

- Bachelor of Science in Business Administration

### *Certificates*

#### **Freelance Academy Virtual Assistant Course**

- Admin Tasks Overview
- Social Media Management
- Content Creation
- Basic Video Editing
- SEO Basic
- WordPress
- Facebook Ads
- Real Estate Overview