

RECO EVASCO

CONTACT



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San Fernando, Pampanga
Philippines

TOOLS PROFICIENCY

- Amazon Seller Central
- ArpReach
- Asana
- Buffer
- Calendly
- ClickUp
- DocuSign
- Facebook Business Manager
- Freshdesk
- Google Analytics
- Google Calendar
- Google Docs
- Google Meet
- Google Sheet
- Google Workspace
- Gorgias
- HubSpot
- LastPass
- LinkedIn Helper
- Microsoft Excel
- Microsoft Powerpoint
- Microsoft Teams
- Microsoft Word
- Monday.com
- Sales Nav
- Salesforce
- Shopify
- Slack
- Smartsheet
- SurveyMonkey
- Trello
- Zendesk
- Zoho

EDUCATION

University of South Eastern Philippines

**BS in Electronics and
Communications Engineering**

2000 - 2005

LANGUAGES

English - Advance C1

WORK EXPERIENCE

Customer Support Agent

Apr 3, 2023 to Sep 12, 2023

Ailo

- Monitor incoming chat and email inquiries via Zendesk for customer assistance.
- Provide real-time assistance to consumers, prioritizing customer care requests.
- Escalate inquiries to engineering or customer success managers as needed.
- Support customers with data integrity and mobile app issues, resolving problems efficiently.
- Assess case concerns and determine their impact and risk.
- Maintain and adhere to customer service level agreements.
- Organize, document, and track customer cases and system incidents, providing regular reports to management.

Customer Support Specialist

Oct 17, 2020 to Feb 28, 2023

HotelsByDay LLC

- Responding to hotel reservation inquiries and complaints professionally and promptly via email and chat.
- Assisting customers with hotel services, policies, and reservations.
- Resolving issues by identifying root causes and offering effective solutions.
- Coordinating with other departments to meet customer needs.
- Collecting feedback to improve services, providing technical support, and staying updated on industry trends for hotel reservations.

Account Manager

Jan 20, 2020 to Oct 3, 2020

Beautiful Black Hills

- Managed clothing Shopify store, including product updates and stock monitoring.
- Oversaw team of 4 (Social Media, SEO, Graphics, and Website).
- Led decision-making (hiring, design, suppliers, product selection).
- Frontlined customer communication.
- Conducted monthly performance reviews and goal-setting.

Logistics VA

Mar 05, 2019 to Jun 31, 2020

Hometime Property Services

- Communicating and assisting customers through Zendesk
- Assisting queries and concerns through email, chat, and Zendesk
- Managing tasks and assigning to personnel for AirBnB Project
- Working with personnel to complete the task
- Sending out reminders to ensure tasks are completed
- Creating reports for completed cleans and deliveries

Social Media Management VA

Aug 17, 2018 to Jan 20, 2020

BD Ventures

- Reach out to potential customers through Facebook and LinkedIn
- Utilized LinkedIn automation software to create leads
- Manually invite Facebook users to FB group
- Tracking conversion rates and providing suggestions on how to improve FB group posts
- Overseeing social media strategy for the company

SKILLS

- Account Management
- Administrative Support
- Business Administration
- Call Center Operations
- Call Management
- Call Triaging
- Corrective Action Planning
- CRM Software
- Customer Relations
- Customer Service
- Data Entry
- Data Review
- Delivery Scheduling
- Employee Scheduling
- Executive Support
- Inventory Control
- Lead Generation
- Lead Generation
- Logistics
- Mail Management
- Meeting Planning
- Order Fulfillment
- Order Processing
- Performance Coaching
- Performance Improvements
- Problem Resolution
- Process Analysis
- Process Improvement
- Process Optimization
- Project Management
- Project Planning
- Project Tracking
- Proofreading
- Quality Assurance Controls
- Quality Control
- Refund Management
- Report Analysis
- Report Creation
- Report Generation
- Report Preparation
- Research
- Risk Management
- Schedule Management
- Schedule Oversight
- Social Media Management
- Staff Management
- Task Delegation
- Technical Analysis
- Technical Support
- Travel Planning
- Warranty Service

Sales Report Creation and Analysis

Jul 16, 2018 to Jan 10, 2020

Storesupplies.com

- Provided sales reports and analysis through Excel and Google Sheets.
- Delivered profit data for the client's products that were sold online and PPC.

Technical Recruiter

Sep 13, 2018 to Oct 9, 2019

BEA Promo

- Source candidates through various methods, including internet research, referrals, and internal databases, across all US locations.
- Understand client requirements and coordinate candidate shortlisting and screening, including initial interviews.
- Handle complex IT technologies and rare skill sets.
- Schedule and conduct interviews while utilizing job portals like Dice, Monster, Indeed, and CareerBuilder.
- Manage applicant tracking system to track responses and shortlist profiles efficiently.

Supplier Sourcing VA

Apr 24, 2018 to Nov 20, 2018

Harvest Vine

- Reach out to suppliers, sales rep, and managers, to set up an account
- Seek approval for the clients to set up a meeting with the CEO
- Utilized and managed Outlook and Gmail calendar for setting up appointments
- Set up Hangouts and Zoom for conference and meeting sessions

Quality Supervisor

December 2015 to June 2018

Convergys Phils Inc.

- Supervises technical support team specializing in computer services.
- Conducts QA meetings and team meetings for client and company priorities.
- Provides one-on-one coaching to QEs on evaluations, performance, and CV metric scores.
- Monitors Ops performance and client updates from Web, Chat, and Email sources.
- Delivers weekly Quality insights and Measures of Success to address AFIs and opportunities, and conducts regular discussions with the leadership team to share best practices.

Quality Analyst III

May 2009 to November 2015

Stream Global Services

- Supervises technical support team specializing in computer services.
- Conducts QA meetings and team meetings for client and company priorities.
- Provides one-on-one coaching to QEs on evaluations, performance, and CV metric scores.
- Monitors Ops performance and client updates from Web, Chat, and Email sources.
- Delivers weekly Quality insights and Measures of Success to address AFIs and opportunities, and conducts regular discussions with the leadership team to share best practices.

Subject Matter Expert

July 2007 to May 2009

Aegis Peoplesupport (Phils) Inc.

- Taking Supervisor-level Calls where agents could no longer handle in a call.
 - Upheld zero-tolerance when the customer is asking for a supervisor.
 - Answers incoming calls and emails promptly in accordance with established call/email-handling procedures.
 - Provides concise, quality customer service in a professional and courteous manner
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