

Jeffrey Alcain Garrera

PORTFOLIO

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Introducing

Hello! My Name is Jeoffrey Garrera

Your Personal Virtual Assistant

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Introduction

ABOUT ME

I have been working as a Senior Customer Advisor for more than 7 years now.

I am skilled in communicating with clients over the phone and by email. I meet deadlines and don't make promises I can't keep. I'm a team player but can steer the ship alone if necessary.

I look forward to working with you providing excellent customer service and anything else you may need help with!



**JEFFREY A
GARRERA**



JEFFREY ALCAIN GARRERA

EDUCATIONAL BACKGROUND

2000-2001



HIGH SCHOOL

**Holy Cross of Bunawan
Davao City**

2003-2004



COLLEGE

**Philippine College of
Technology
-Computer Programming**



Work

EXPERIENCE



Company: Six Eleven Global Services

Start date: March 2013 – April 2015

Position: Senior Customer Support 1

**Chat, email, inbound, outbound, order
placer and tickets.**

Company: Convergys Philippines Inc.

Start date: April 20, 2015 – October 05,2018

Position: Senior Customer Support 1

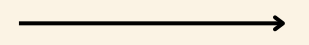
Company: Concentrix/Convergys Philippines Inc.

Start date: October 05,2018 – June 30,2022

**Position: Senior Customer Advisor 1 / Subject
Matter expert**

(WHF for 2 years) May 2020 till May 16 ,2022

Inbound and technical specialist



SKILLS

JEFFREY ALCAIN GARRERA

- Microsoft Management
- Communication
- Adaptability
- Computer Management
- Organizational
- Teamwork
- Problem-solving
- Flexibility
- Cooperation
- Patience
- Active listening
- Integrity
- Answering questions about a company's products and services
- Processing orders and transactions
- Resolving issues and troubleshooting technical problems
- Collecting and analyzing customer feedback
- Responding to customer reviews
- Assist customers across multiple different channels, For instance through email, live chat, or via Calls.



JEFFREY ALCAIN GARRERA

VISION

Every seconds can create great work, When we learn to value time, Every second, minute, and hour gives the best output if you are driven to finish what must be done. I envision myself as a great worker thinking creatively how outputs should be done more and done great



MISSION

Related to my vision, It is my goal to offer clients the best service by managing the time and exploring tasks in order for me to offer the services or outputs that is beyond their expectation.



Let's work
TOGETHER
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