



Alexander Pagar Ollero

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PROFILE

Birth Date: June 12, 1998

Age: 24

Civil Status: Single

Religion: Roman Catholic

Citizenship: Filipino

Language: Filipino & English

SKILLS

- Proficient in using MS Office, Powerpoint Office, MS Excel, Multimedia Editors, Photoshop, and Canva.
- I have good communication skills
- Ability to work under pressure
- Self-motivation
- I am fluent in English

EDUCATION HISTORY

University of Baguio

Associate In Computer Technology With Specialization In Multimedia And Web Designs

- PHP Programming Seminar
- Under The Anvil Seminar
- Web-scraping with Python Seminar
- Overcoming the Fear of Public Speaking Seminar
- Emerging Technologies in Software Engineering

January 2015-May 2021

Secondary Education

Saint Mary's Academy

2010-2014

SAFETY OFFICER TRAINING COURSE

Institution of Occupational Safety and Health Managing Safely (IOSH MS)

July 8, 15, & 22, 2022

Occupational Safety and Health Administration Based General Awareness (OSHA)

July 29- Aug. 05 & 12, 2022

WORK EXPERIENCE

SENIOR TELESales REPRESENTATIVE (PROMOTED)

July 5, 2021-March 2022

RST ECOMM HUB

- Managing the day-to-day activities of the team to achieve organizational goals.
- Developing and implementing a timeline to achieve targets.
- -Delegating tasks to team members.
- Conducting training of team members to maximize their potential.
- Empowering team members with skills to improve their confidence, product knowledge, and communication skills.
- Conducting quarterly performance reviews.
- Contributing to the growth of the company through a successful team.
- Creating a pleasant working environment that inspires the team.

Award

- The Engagement Champion Award

TELESALES REPRESENTATIVE

RST ECOMM HUB

Sept. 4,2020-July 4,2021

- Contact potential or existing customers to inform them about a product or service using scripts
- Answer questions about products or the company questions to understand customer requirements and close sales
- Direct prospects to the field sales team when needed
- Enter and update customer information in the database
- Take and process orders in an accurate manner
- Handle grievances to preserve the company's reputation
- Go the "extra mile" to meet sales quota and facilitate future sales
- Keep records of calls and sales and note useful information
- Negotiation skills with the ability to resolve issues and address complaints
- Learn about products and services and describe/explain them to prospects

Training

- E-commerce Training

CHAT MODERATOR

Logical Moderator Solutions and IT Services

Aug.2019-Feb.2020

- Respond to comments
- Address complaints
- Answers email inquiries
- Using Social media platforms

LABOR WORKER/HELPER

Agoo, La Union

Dec.2019-Set..2022

- Performs various physical duties as assigned.
- Maintain all safety standards.
- Moves, secures, loads, or unloads materials.
- Performs some specialized tasks which may require on-the-job training.
- Effectively using heavy and light equipment, depending on the job site/assignment.
- Moves items from place to place, according to directions from the site supervisor.
- Moving tools, equipment, or other material as directed in plans or by the supervisor.
- Read labels, safety warnings, and guidelines
- Attentive to detail and alert at all times to ensure safety
- Able to receive and follow instructions and communicate with co-workers

CHARACTER REFERENCE

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