



PERSONAL BACKGROUND

Highly qualified and results-driven professional, demonstrating solid interpersonal, communication, and problem solving skills. Adept at providing exemplary customer service, mentoring other employees, and achieving all company goals and objectives. Energetic and goal-oriented with an impressive performance record and a well-rounded background optimizing internal performance.

SKILLS AND ABILITIES

- Customer Service Specialist
- Technical Support
- Social Media Manager
- Social Media Marketing
- Sales Expert
- General Virtual Assistant
- Team Lead

GET IN TOUCH WITH ME

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RHEANA MAE MAGALLANES

General Virtual Assistant| Customer
Service| Social Media Manager

WORK EXPERIENCE

Customer Service

Qualfon Phils Inc July 2007

- Responding to customer inquiries and resolving all problems while ensuring the delivery of excellent customer service through fast and accurate resolution.

Social Media Manager

Qualfon Phils Inc March 2008 - Dec 2019

- One of the account's pioneer social media admin. Assisting and resolving customer's issue via Facebook, Instagram, Twitter and Forum channel.
- Helped the brand achieve a strong social media presence by handling day-to-day inquiries

Sales Chat Representative

Qualfon Phils Inc Jan 2019- Sept 2019

- Communicate with customers through live chat, answer inquiries about products and services.
- Tracking sales leads, coordinating quotes, providing customer service, and managing customer accounts.

Technical Trainer

Qualfon Phils Inc Sept 2019- Feb 2021

- Mentoring other employees and achieving all company goals and objectives.
- Organize classroom style discussion
- Ensure new hires take on basic sales, training courses including communicating and troubleshooting skills.

PREVIOUS EDUCATION

Western Mindanao States University

*Bachelor of Science in Psychology
Graduated March 2007*

Claret High School

Graduated March 2003

- Gold Awardee (Loyalty)
- Graduated scholar from secondary to college