



## Alfert Nichol C. Cadiz

### OBJECTIVE

To be able to contribute to an organization's objectives through service responsibility.

To seek ways in developing a successful career where my skills are effectively utilized to their fullest potential and produce continual experience with growth opportunity

### Expert Skills

Customer Service	● ● ● ● ●
Lead Generation	● ● ● ● ●
Social Media Management	● ● ● ● ●
Insurance Admin Assistant	● ● ● ● ●

### Contact



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Bais City Negros Oriental Philippines  
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## Education History

ELEMENTARY: MANJUYOD CENTRAL SCHOOL (1997- 2003)

SECONDARY: MANJUYOD NATIONAL HIGH SCHOOL (2003 - 2007)

COLLEGE: NEGROS ORIENTAL STATE UNIVERSITY ( 2007 - 2012)

- Bachelor of Science in Business Administration Major in Marketing Management

## Work Experience

### CUSTOMER SERVICE REPRESENTATIVE *Qualfon Philippines Inc. | Aug 2012 - March 2016*

- Resolved and de-escalated customer complaints by solving issues quickly
- Achieving a high level of customer satisfaction
- Inbound, Outbound call, Email, and Chat

### OUTREACH CONSULTANT

*Visayakpo. | June 2016 - March 2017*

- Calling Clinics and Hospital to get a copy of their Patient's electronic medical records and forward it to the coding team for reimbursement

### CUSTOMER SERVICE REPRESENTATIVE *SPI CRM. | April 2017 - December 2017*

- Assisting customers who send Money through cash, credit card, and cash to bank transfer or vice versa.
- Process refund for customers who did not receive their cash, Credit card was deducted but no money was sent to the receiver.
- Assisting those who send Money through the website using credit or debit cards.

# Skills and Knowledge

- Customer Service
- Email Support
- Ticket Support
- Social Media Prospecting
- Content Designs
- Content Planning and Scheduling
- Social Media Account Setup and Optimization
- Email Marketing
- Microsoft Word, Excel, and PowerPoint
- Microsoft Outlook
- Google Spreadsheet, Google docs, Google Drive
- Google Calendar
- QQ catalyst
- AMS360
- PL rater
- EZLynx
- Agency Zoom
- TAM
- Slack
- Teams
- Mattermost
- Skype
- Click up
- Canva
- Jibble
- Time Doctor
- Hubstaff
- VA Vision
- Ring Central
- Zoom
- Loom
- RecruiterFlow
- Levitate
- Trello

## DATA ANALYST, RESEARCHER & DEVELOPMENT REPORTER

**Contact Solutions research and BPO I Dec. 2017 - Nov.2020**

- Doing research for proposed Construction project
- Communicating via email and phone with Project owners, architects, Engineers, General contractors, and government employees.
- Updating database for any updates in regards to the new update and changes of the Bidding Project such as Bid date change, Updating addendum, updating revised Plans and specs
- Update awarded Project
- Sending notifications to company subscribers in any update about the bidding Project.

## THE VA GROUP

**Social Media Manager & Lead Generation Specialist  
November 2020 - June 2021**

- Lead Generation both organic and Automation (LinkedIn, Sales Navigator, Twitter, Instagram, Facebook)
- Social Media Managing (Manage FB groups, FB page, LinkedIn Business Page, Instagram, and Twitter)
- Email Marketing
- Cold calling & Set up appointments using Clients Calendar
- Create FB posts, Stories, IG posts, IG reels, Posters, Edit videos, GIFs, etc
- Schedule content posting in Hootsuite

## THE AGENCY VA

**Insurance Administrative Assistant  
March 2021 - December 2021**

- Commercial, Homeowners, Landlords, Personal, and Auto quote creation
- Insurance Carrier: Leatherstocking, Madison Mutual, sterling Insurance Group, Safeco, Nationwide, MSA, Hartford & travelers.
- Used to work with DocuSign, QQ catalyst, TAM, Agency Zoom, PL rater, AMS360
- Accord forms creation, Sending COI & EOI
- Data Scraping
- Email Marketing
- Calendar Management

## DIGITAL PANDA MEDIA

**Lead Generation Specialist  
August 2021 - August 2022**

- Perform Prospecting both organic and Automation (LinkedIn, Instagram, Facebook)
- Manage Client Social Media Accounts
- Setting up appointments with possible prospects
- Calendar Management (Calendly and Google Calendar)
- Email Marketing
- Data Scraping