

# Tayros, Beau Diogen Barrega

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## EXPERIENCE

### **VT member - Home Based - GVA**

October 2021 - September 2022

Calendar management (calendly) email management (gmail), cold calling, discovery calls, CRM maintenance (trello) (zendesk), qualifying and discovering leads (salesforce) (linkedin).

### **SOPHI Inc, Dumaguete, Philippines —Team Leader**

November 2019 - May 2022

Taking care of agents of multiple accounts. Such as Web Dev, Technical Support, Travel Reservations, Lead Generation, Commercial Real Estate Customer service, Aupair assistance, and Audio meme support.

### **SOPHI Inc, Dumaguete, Philippines — *Technical Support Agent***

Sep 2017- Dec 2019

Troubleshoot and create feature requests on behalf of Peek Partners. Via call. chat and email.

### **SOPHI Inc, Dumaguete, Philippines — *Travel Reservations Agent***

Dec 2016- Aug 2017

Receive calls and emails from Peek Online booking customers. Finding the partner activities and book their reservations..

### **SPI Global, Dumaguete, Philippines— *Springer Sales Agent***

Oct 2015 - November 2016

Calling, sending emails to teachers and university professors to use a Springer published book based on their specialized subjects. With the possibility of adopting the book.

### **Qualfon, Dumaguete, Philippines — *Sr. Specialty Trainer***

Oct 2013 - May 2015

Specialty training to higher tiers such as escalation and tech support.  
Specializing in calls, chat and emails.

### **Qualfon, Dumaguete, Philippines— *Trainer***

May 2010 - Sep 2013

Training 16-20 reps to ensure a positive and hassle-free customer experience. Through calls and emails. Basic customer support.

### **Western Wats, Cebu, Philippines— *Team Leader***

2008- 2010

Handling a small team of 10 agents to 15. Checking their calls productivity and quality as per Survey project demands.

### **Western Wats, Cebu, Philippines— *Market Researcher***

2005 - 2008

Doing market research through calls and emails (surveys, polling etc.) for political, products and review statistics.

## **EDUCATION**

### **Silliman University**

Jun 2001 - March 2005

**Bachelors of Science - Mass Communication**

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