



GERLYN C. MORENO-USON

Lead Generation
Specialist

MY PROFILE

Age: 32 years old
Birthday: August 13, 1990
Sex: Female
Civil Status: Single
Nationality: Filipino
Religion: Catholic

SPECIALIZATIONS

- Good Communication skills
- Knowledgeable in Windows based Application
 - Knowledgeable in Script writing, News writing, Broadcasting, Audio editing –
- Knowledgeable in CRM like Salesforce, Hubspot, and Front

CONTACT INFORMATION

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Eastwood Villa, San Isidro,
Rodriguez (Montalban), Rizal

CAREER BACKGROUND

• RADIO REPORTER / NEWS WRITER

DZRH - Manila Broadcasting Company |
November 2011 – January 2013

- News reporting
 - News writing
 - News Executive Producer
 - DZRH Showbiz Correspondent
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• COLLECTIONS CUSTOMER SERVICE ASSOCIATE

Convergys | March 2013 – September 2013

- Managing large amounts of inbound and outbound calls in a timely manner
 - Processing of payments and providing best options for payment terms
 - Updating delinquent accounts by collecting customer's payments
 - Providing payment arrangement that works for customers
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• RECRUITMENT ASSISTANT

FVJ Overseas Placement, Inc. | November 2013 – April 2015

- Identify potential candidates through calling and internet sourcing
 - Screen and qualify potential applicants to a specific role •Endorse qualified candidates to Recruitment for interview
 - Process documents of hired candidates directly from the Saudi Embassy
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- CUSTOMER SERVICE CONSULTANT
(NON VOICE)

TELSTRA POWERED BY TELETECH | MARCH 2016 –
DECEMBER 2017

- Resolving customer's bill disputes and inquiries
 - Order and payment processing
 - Price matching for Telco products and services
 - Filing and escalating complaints to address customer's concern
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- BANK ASSOCIATE (VOICE ACCOUNT)

HONGKONG AND SHANGHAI BANKING CORPORATION-
HDPP | MAY 2018 –MARCH 2021

- Providing great customer service for Credit Card customers:
 - Managing large amounts of inbound calls in a timely manner
 - Understanding customer's needs and providing solution that best fits their concern.
 - Seize opportunities to upsell products and services which tailor fits customer's preferences
 - Build suitable relationship and engage to customers by taking the extra mile
 - Meet personal/team qualitative and quantitative target by sending hourly metrics report
 - Sending break team schedule for adherence
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- TIER 2 CUSTOMER SERVICE EMAIL SUPPORT

TASKUS | MAY 2021 – DECEMBER 2021

- Answering inquiries regarding cryptocurrencies
 - Responding to customer's Risk and Safety concerns through email
 - Providing the best solution that suits customer's needs in securing their funds on their accounts
 - Investigating fraudulent activities on compromised accounts
 - Providing solution to secure customer's account and services
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- Customer Service VA | Admin Assistant

Remotestaff PH | December 2021 - August 30, 2022

- Answering customers' queries via Live Chat and email
 - Discussing bill/invoice to make the customer understand how they are being charged and the charges included.
 - administrative tasks
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- Recruitment VA

Keynote Business Solutions | May 2022 - July 2022

responsibilities include but not limited to:

- contacting potential candidates, and doing initial screening
 - scheduling calls and interviews, endorsing to the client for webinar and recruitment process.
 - maintaining candidate database and handling paperwork
 - administrative tasks
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- Lead Generation Specialist | Business Development Representative

Green Wave Ingredients Inc. | October 2022 - May 2023

- Research companies to create strategic communication plan
 - Conduct lead generation, prospecting and qualifying potential new clients through call, LinkedIn, and email
 - maintaining leads database using Hubspot as CRM
 - Qualifying generated leads to be endorsed to Auditing team
 - Being part of the Auditing Team; Auditing qualified leads to be transferred to Sales Team
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EDUCATION & TRAINING

TERTIARY

AB MASS COMMUNICATION, BROADCASTING

LYCEUM OF THE PHILIPPINES UNIVERSITY MANILA
| APRIL 2011

SECONDARY

ARELLANO UNIVERSITY, MALABON CITY | MARCH
2007

PRIMARY

SAN ROQUE ELEMENTARY SCHOOL, NAVOTAS
CITY | MARCH 2003

INTERNSHIP

MANILA BROADCASTING COMPANY - DZRH,
PASAY CITY

REFERENCES

Patty Tolentino
Teacher II, Lemery Senior High School, Lemery,
Batangas | 0905-574-1128

Leth Narciso
DZRH –t News Writer / Reporter | 0943-475-9585

Giselle Gardiola
Assistant Unit Manager, Pru Life UK
0977-243-5136
