



## CONTACT ME

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📍 Jagobiao, Mandaue City, Cebu

## EDUCATION

### Bachelor of Science in Business Administration Major in Financial

Misamis University, Ozamiz City  
2013 - 2017

## SKILLS

- Effective Communication
- Computer Networks
- Web Hosting
- Problem Solving
- Product Expertise

# Levi Nicholai Neri

## Business Development Specialist

## WORK EXPERIENCE

Customer Service Supervisor

2017 - 2020

### ePerformax BPO | Cebu City, Cebu

- Manage incoming calls and customer service inquiries, generating sales leads that develop into new customers.
- Provide product/service information, answer questions, and resolve any emerging problems a customer account might face accurately and efficiently.
- Empowering and supporting our agents to excel in their roles while fostering skill development that aligns seamlessly with our company's mission and vision.

Telesales Associate

2020 - 2021

### Dyninno | Cebu City, Cebu

- Providing information to customers and assisting in resolving customer complaints/disputes.
- Enter and update customer information in the database.
- Keep records of calls and sales and note useful information.
- Closing sales deals.
- Monitoring sales performance.

Business Development Specialist

2021 - 2024

### Newfold Digital Philippines (formerly Dreamscape Networks) | Cebu City, Cebu

- Monitoring revenue streams and identifying opportunities to increase profitability.
- Evaluating and improving sales, marketing, and branding strategies.
- Developing client relationships and strengthening industry partnerships.
- Identifying new clients by researching and creating networking opportunities.
- Negotiating and closing business deals that promote sustained revenue B2B.

## REFERENCES

### Jade Moldez

ePerformax BPO / Supervisor

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### Jerome Honoridez

Dreamscape Networks / Supervisor

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### Charles Que

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