



Name: Kyle John Saldua  
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### **Career Objective**

To build career in growing organization where I can get the opportunities to prove my abilities by accepting challenges, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

### **Educational Background**

Elementary: Gregorio A. Saquin Elementary School (Class Valedictorian)  
Secondary: La Salle University – Brother Martin Simpson Laboratory School (First Honourable Mention)  
Tertiary: La Salle University – Ozamiz City (Dean's Lister)

### **Work Experiences**

#### ***Billing Specialist (Comcast)***

October 2016 - January 2017  
The Results Companies

One World Center Building, Mactan Newtown, Newtown Blvd, Lapu-Lapu, 6015 Cebu

#### ***Customer Service Representative (Amazon)***

March 2017 – June 2017  
Concentrix

One World Center Building, Mactan Newtown, Newtown Blvd, Lapu-Lapu, 6015 Cebu

***Quality Analyst  
(Amazon)***

July 2017 – December 2018

Concentrix

One World Center Building, Mactan Newtown, Newtown Blvd, Lapu-Lapu, 6015 Cebu

***Winback Sales Specialist  
(411 BPO – SEO)***

January 2019 – July 2019

1, Arch, Cebu IT Tower, 8/F, Archbishop Reyes Ave, Cebu City, 6000 Cebu

***Winback Salesmanship Quality Analyst  
(411 BPO - SEO)***

August 2019 – January 2022

1, Arch, Cebu IT Tower, 8/F, Archbishop Reyes Ave, Cebu City, 6000 Cebu

***Sales Representative – Team Leader  
(Ripple BPO - Cold Calling Account)***

January 2020 – July 2020

FFG Arcade, A. Tumalak St. Purok Caimito Gun-ob, Lapu-Lapu City

***Appointment Setter  
(Dealerfocus)***

August 2020 – March 2021

Office Partners 360

14th Floor, Ayala Center Cebu Tower, Bohol Ave, Cebu City, 6000

***Executive Virtual Assistant – Appointment Setter  
(Dealer Advantage)***

April 2021 - May 2022

MySource Solutions

***Team Leader  
(Ripple BPO - Cold Calling Account)***

July 2022 – January 2023

FFG Arcade, A. Tumalak St. Purok Caimito Gun-ob, Lapu-Lapu City

***Team Leader - Operations Manager***  
**(Contact Center Solution PH – Outbound Sales Account)**  
February 2023 – July 2023  
Copenhagen East Building, A.C. Cortes Ave., Mandaue City

***Sales Representative***  
**(Prime Seven Media – Publishing Account)**  
August 2023 – March 2024  
518 Landmann St, Tomah, WI 54660, United States

**Areas of Expertise**

- Attention to Detail and Organization
- Clear and Effective Communication
- Adaptability
- Empathy
- Patience
- Positive Attitude

**References**

- Jay-Mark Timoteo (Senior Account Specialist) 09334923465
- Hurry Clyde Bangot (Concentrix Product Trainer) - 09199403580
- Kychell Villacencio (Concentrix Senior Quality Analyst) - 09212151002