

Juliville Subd. Buhangin, Davao City

# Rowell John Peroy

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**Objective:** To seek for any vacant position in your institution that would best fit my skills, experience, and knowledge. I'm willing to work and perform my assigned task in a manner that would be beneficial to the company while proving myself as an asset in performing my duties and responsibilities.

## EMPLOYMENT HISTORY

08/21– 07/24

**Data Base Researcher**, Vision Path Inc. – Updating Optometry Clinics data précised and accurate, Including Doctors name, Clinics Phone and Fax number, Current and updated address / location. Merging duplicate data info that has the same Doctor with the same address. All data should be input corrects and accurate with no extra figures since all the Contact lenses orders are being made referring to the clinics data that is being input to the system.

1/21 - 07/ 21

**Appointment Setter**, *Callbox Inc.(Contact DB)* - Business to business (B2B) calling, emailing, and setting appointments to prospects for clients to do discovery calls and seek potential business regarding the service or product each campaign provides. Sending company information and calendar invites. Guaranteeing interest from prospects to take advantage of the benefits of each campaign or to make sure they are willing to know more for future references.

### Campaigns Handled:

- *IBML* - A global provider of end-to-end information capture solutions. Provides intelligent scanners with advanced capture software and services.
- *Raintree System* - Provides both efficiency tools and engagement features that are built to manage all aspects of the healthcare industry. Composed of three services: billing, behavioral and mental; and therapy and mental.
- *Get Control Training* - developed a revolutionary new suite of time management training classes perfectly suited to the more virtual post-Covid world of work. Our webinars, videos, and e-modules.

- 08/20 – 11/20      **Appointment Setter, Premier Las Vegas** - Calling and Setting appointment with the Company's President to meet client and know what are the works to be done in a certain establishment. Getting the right information and plotting it to calendar schedule with right time interval.
- 03/02 – 08/20      **Front-Desk Receptionist, Blue Lotus Hotel** - Accommodating guest for check in's, Check outs. Assisting information of the hotel policies and etc. Preparing bills for check out guest, Running the system for Graveyard shift and Sending daily reports after shifts.
- 09/18 – 01/20      **Team Leader - Door dash (CNM Solutions)** – Davao City Handling a maximum of 25 agents; assisting agents in solving problems that are beyond their scope and capacity; monitoring the agents' performance through the system called KPI (Key Point Indicator) which records their attendance, error rate, average handling time, among others; giving warning and sanctions to agents who do not abide by the company rules; guiding and helping the agents in their professional development while contributing to the growth and development of the company.
- 08/15 – 09/18      **Order Placer - Doordash (CNM Solutions)** – Davao City Placed food orders for delivery via phone to restaurants all over the US while ensuring minimal error rate; maintained customer satisfaction by working on orders in the most time-efficient manner and informing the customer when their order is not available.
- Escalation Team - Doordash (CNM Solutions) - Assisting** order blocking and making sure that the Algorithm is followed base on SLA ( Service Level Attainment ).
- 02/15 – 05/15      **Airport Representative / Bellman – Hotel Tropika** – Davao City Assisting guests by guiding them to their respective rooms and carrying their luggage / Driving guests to and from the airport.
- 01/14 – 01/15      **Front-Desk Receptionist, Pearl Farm Marina** – Davao City Accommodating and assisting hundreds of guests for big events like weddings; handling complaints; coordinating with other hotels via telephone calls; processing guest reservations; creating daily reports for guest activities and concerns.

- 05/12 – 07/13      **Cashier/Night Auditor, Pearl Farm Beach Resort** – Island Garden City of Samal  
 As cashier:  
 Prepared error-free billing transactions; produced daily reports and billing statements for in-house guests; analyzed and ensured that all billing data from other revenue centers coincide with each other; entertained local and international guest and hotel staff queries over the phone; managed large groups for weddings or team-building activities; received and processed cash (local or foreign currency), debit card as well as credit card payments.
- As auditor:  
 Reviewed all posted bills on *Opera Version 5.0 System* to ensure that all encoded data are correct; evaluated all daily transactions posted on *Micros POS (Point of Sale) System*; generated reports for all daily debit and credit card transactions; assessed money transactions on all cashiers' Daily Cash Reports; composed reports on the resort's standing revenue; answered local and international outbound and inbound calls; supervised the resort's night operations including security and guests' safety.
- 03/12 – 05/12      **Guest Service Agent, Pearl Farm Beach Resort** – Island Garden City of Samal  
 Attended to and addressed guests' concerns; toured them around the resort; oversaw events like weddings and parties.
- 12/11 – 03/12      **Promodiser, NCCC Mall** – Davao City  
 Promoted and sold heaps of Dickies apparel to mall customers.
- 08/11 – 10/11      **Sales Agent, Filinvest Land, Inc.** – Davao City  
 Assisted clients in choosing the perfect condo unit and guided them in making the most out of their investment.
- 03/11 – 05/11      **Telemarketer, Apo View Hotel** – Davao City  
 Marketed Diamond Club membership to potential hotel clients.
- 07-10 – 02/11      **Finisher, Dunkin' Donut** – Davao City  
 Mixed, fried, and filled doughnuts with mouthwatering fillings like Bavarian cream, strawberry and pineapple.

## EDUCATIONAL BACKGROUND

- 06/06 – 03/10      **Bachelor of Science in Nursing, Holy Child College of Davao** – Davao City, Philippines