

# ALFRED JOSEPH R. SEVILLEJO

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## SUMMARY

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*Highly adaptable individual that has diverse background in customer service, technical support, and sales, with a strong focus on providing excellent customer support, resolving technical issues, and contributing to sales growth across various roles.*

**TECHNICAL SKILLS:** Customer and Technical Support, Troubleshooting, Database Management, Web Development (HTML/CSS3), Productivity Software (MS Excel, Zoom, Skype, etc.), Graphic Design Software (Adobe Photoshop, Adobe Illustrator, etc)

## PROFESSIONAL EXPERIENCE

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### Teletech Philippines, Inc.

*Technical Support Representative*

Quezon City / Philippines

*September 2019 - November 2024*

- Consulted with customers on products and services to deliver optimal solutions tailored to their needs through various communication channels, including voice, email, and chat.
- Engaged in active listening to respond to inquiries, identifying additional needs and providing support.
- Resolved technical issues with patience and empathy.
- Explain technical specification and offer products that customer interested on purchasing
- Assisted customers regarding any issues pertaining with customers account and orders that was purchase through the online store
- Actively participated in company events, team activities, and continuous learning initiatives.

### ALI I.T. Support Services, Inc.

*Back-office Support Representative*

Quezon City / Philippines

*September 2017 – August 2019*

- Assisted Account Managers in processing sales quotes and entering sales orders into the system.
- Collaborated with the Project Manager to monitor and manage stock procurement.
- Coordinated with vendors to obtain estimated time of arrival (ETA) for products, addressed product inquiries, and generated reports using available tools and data.

### *Virtual Assistant*

*December 2015 – September 2017*

- Recycled old leads and assisted sales personnel in generating and distributing leads through call logs and Facebook Ad Manager.
- Added new customers to the CRM as part of the onboarding process and facilitated monthly payments via credit card or direct bank transfer.
- Monitored daily and monthly sales metrics and submitted sales reports to the Manager; initiated calls to various clinics to communicate customers' pathology results.

*2011 – 2015 Went to Lapu-Lapu City to help with a family business for almost a year and then studied Computer Programming the following school year*

### NCAS Call Center

*Call Center Agent*

Quezon City / Philippines

*February – May 2011*

- Initiated cold calls to leads generated by the system, conducted brief surveys, and presented the client's products, aiming to convert inquiries into sales.

**The Big Dom Internet Café**  
*Computer Assistant and Shop Technician*

Quezon City / Philippines  
*May – November 2010*

- Installed hardware components, peripherals, operating systems, applications, and internet/router cabling.
- Installed necessary software and connected all PCs to the server.
- Maintained cleanliness and organization of the shop.

**WI-TRIBE**  
*Sub-Agent*

Philippines  
*March – April 2010*

- Distribute flyers within the vicinity, manage and handle inquiries regarding the product, and conduct a product demonstration to prospective customers.

## **EDUCATION & OTHERS**

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<b>EDUCATION:</b>	Diploma in Information and Communication Technology Major in Computer Programming, Integrated Innovation and Hospitality College (IIHC) - Novaliches, 2015 Vocational Course of Computer Hardware Servicing, Caloocan City Manpower and Training Center, 2010 Undergraduate of BS Electronics and Communication Engineering, Mapua Institute of Technology - Intramuros, 2008
<b>LANGUAGES:</b>	English, C1 Advanced (EF Set English Certificate) / Filipino, Native
<b>OTHER EDUCATION:</b>	2018 – WordPress 101 Certificate, MYN Boot Camp 2015 – National Competency Assessment in Visual Graphics and Design NCIII Passer, TESDA 2015 - Best in Programming, Integrated Innovation and Hospitality College – Novaliches 2010 - National Competency Assessment in Computer Hardware Servicing NCII Passer, TESDA
<b>TOOLS &amp; APPLICATIONS:</b>	Programming Language (HTML5, CSS3, XAMPP, Basic MySQL, Visual Basic) CRM (Infusion Soft, Connect Wise, Zendesk) Editing Software (Gravit, Adobe – Photoshop, Illustrator, Premiere, and FL Studio) Office Tools (O365 Microsoft Applications, Google Workspace, Zoho Docs, Zoom)
<b>INTERESTS:</b>	Reading, listening to music, spending time with my dog, walking, and traveling to the beach

*Professional references will be provided upon request.*