



JOHNREL BONSUCAN

CONTACT INFO

**Phone**

+639391942798

**Email**

hopafbycm@gmail.

**Address**

Malabuyoc, Cebu,
Philippines 6029

PROFESSIONAL SKILLS

- ♦ Project Management
- ♦ Calendar Management
- ♦ Email Management
- ♦ Account Management
- ♦ Social Media Management
- ♦ Basic Accounting
- ♦ Lead Conversion
- ♦ Word Processing Proficiency
- ♦ Excellent Communication Skills (Written and Spoken)
- ♦ Computer Literate
- ♦ Detail-oriented
- ♦ Time Management

SOFTWARE EXPERIENCE

- ♦ MS Applications
- ♦ GSuite
- ♦ Boomtown
- ♦ Mojo
- ♦ Skype
- ♦ Zoom
- ♦ Citrix
- ♦ Zendesk/Zendial
- ♦ Jarvis
- ♦ SitePlus
- ♦ GeneSys Cloud
- ♦ CSRT
- ♦ ACSR
- ♦ Einstein

WORK EXPERIENCE

TECHNICAL SUPPORT

CONVERGYS – Feb 2013 to April 2015

- ♦ Internet and Cable Activation
- ♦ Basic Internet and Cable Troubleshooting
- ♦ Scheduling Tech Dispatches

TELESALES

TELEPERFORMANCE – April 2015 to November 2016

- ♦ Lead Conversion
- ♦ Hotel and Flight Bookings

APPOINTMENT SETTER

REAL ASSIST PROS – December 2016 to July 2018

- ♦ Lead Generation
- ♦ Cold Calling
- ♦ Appointment Setting

OPERATIONS MANAGER

SYKES ASIA INC. September 2018 –August 2022

- ♦ Team Management
- ♦ Admin Tasks and Deliverables
- ♦ Client Meetings/Conferences

BUSINESS CONSULTANT

NEWFOLD DIGITAL – January 2022 to December 2023

- ♦ Renewals of Products and Services
- ♦ Sales Conversion
- ♦ Lead Generation
- ♦ Consistent Top Performer (Monthly, Quarterly and Annually)

EDUCATION

UNIVERSITY OF CEBU - MAIN CAMPUS

SY: 2015 to 2019

Bachelor Arts Major in Political Science

REFERENCES

- ♦ Rennil Bornia | University of Cebu– Head of College Education |
nelbornia03@gmail.com/09184017792
- ♦ Melford Quijano | Newfold Digital – Business Consultant |
melford.quijano@newfold.com/09278896315
- ♦ Chloe Margarette Obeña | Sykes Asia INC – Business Unit Director |
chloe.obena@sykes.com/09688821043