



## CONTACT

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📍 163 Block 4, Lote, San Antonio, Mexico, Pampanga

## EDUCATION

2014-2018

CENTRAL LUZON STATE UNIVERSITY

- BA in Civil Engineering

## SKILLS

- Project Management
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## TOOLS USED

- Salesforce
- Microsoft Tools ( Excel, Outlook, Word, Teams)
- Slack & Discord
- Canva
- Individual Visibility Portal (Logistics Internal Tool)

## LANGUAGES

- English
- Filipino

# GAVERIELE VELAYO

CUSTOMER SUPPORT SPECIALIST & PROJECT MANAGER

## PROFILE

Passionate and dedicated individual with over 4 years of experience with a background in customer support and project management. I have taken diverse sectors such as sales, technical support, back-office support, and logistics.

I aim to continually enhance my skills and knowledge, strive for leadership roles that will allow me to make a positive impact in the organization.

## WORK EXPERIENCES

### ● UPS - Apple Support (ALORICA PHILIPPINES)

Back-office Support (Delivery Partner Apple shipments)

APRIL 2022 - PRESENT

- Conduct investigations for incomplete, incorrect ,damaged or missing shipments.
- Lead, mentor, and manage a team in handling support tickets.
- Engage in collaborative discussions with support team to streamline operations and coordination within different departments.

### ● Cricket (CONCENTRIX)

Customer Support (Prepaid Services)

AUGUST 2019 - JANUARY 2021

- Provide accurate information about products, services, pricing and promotions.
- Responding promptly to customer inquiries via phone channel.
- Handle billing inquiries and need for technical assistance.

### ● Microsoft Client Services (Majorel)

Business Partner Accounts

MARCH - JULY 2021

- Microsoft Licenses activation.
- Handling support tickets about technical issues.
- Cross-selling products and services to tailor fit clients' business needs.

### ● T-Mobile (Teletech)

Customer Support (Postpaid Services)

MARCH - JULY 2019

- Offer comprehensive assistance with products and services .
- Address customer complaints professionally and emphatically with goals to turn negative experiences into positive ones.
- Handled accounts and billing inquiries.

## REFERENCE

Kristelle Montoya

SRP Support

Phone: 09997184537

Email: kristellemontoya@gmail.com

Ruth Joy Pamintuan

Cyzer Technology

Phone: 09213272755

Email: ruthjoypamintuan1997@gmail.com