

# ODESSY BONGGAO DEFEO

## WORK EXPERIENCES

## PERSONAL PROFILE

Enthusiastic in learning more skills and motivated to constantly develop my talents in order for me to grow professionally.

## CONTACT

224 Zone 3, Brgy.1 Em's Barrio, Legazpi City, Albay 4500

odess2304@gmail.com

+63 9278446574

/odessydefeo

## SKILLS

- Exceptional communication and networking skills
- Successful working in a team environment, as well as independently
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results
- Has extensive experience in planning calendar for Social Media Marketing-Knows how to interpret data analytics in Social Media Platforms

### Marketing Associate and Social Media Manager for LI and YT - Rocket Station [March 2021 - May 2025]

- Manages Facebook Page/Group, LI, FB and YT post
- Create a Calendar for posting
- Create Graphics on Canva
- Respond to inquiries on LI
- Organize Company Events

### Peak Support [August 8, 2023- January 2025] WFH

- PROJECT BREAKING BREAD
- Team Member Email Support
- Answer emails for customers in Shopify
- PROJECT BRIDGE
- Recruitment Specialist

### CareLinx [September 2022- Dember 2023] WFH

- ONBOARDING SPECIALIST and RECRUITMENT SPECIALIST
- Assist Health Care Professionals in California and Georgia with their Onboarding tasks for part-time w2 employment.
- Had been consistently performing for the past months and had been the top awardee of the team

### Chirorevenue and Lead Cure [Direct to Client] WFH

#### PART-TIME

- Video editor
- Video Transcriptionist

### Rocket Station [March 2021 - October 2022]

#### FOR REAL ESTATE COMPANY

- Appointment Setter
- Cold Calling
- Gauge motivation of potential sellers
- Endorse Hot Leads to client
- Training of Real Estate essentials for Investors.
- Proficient in handling objections for seller lead calls, determining between a warm or cold lead. ● Trained on Podio CRM
- Creating Buyer's Lists
- Valuation of Comps with or without the MLS
- Skip Tracing
- Social Media sites such as Craigslist, Facebook, Twitter, LinkedIn
- Email Campaigns
- Property Management

### Rarejob Inc. [ May 2019 - December 2022 ]

#### Part-time English Tutor for Japanese Professionals

- Correct their pronunciation and grammar.
- Teaches Japanese professionals English to be able to pass their TOIEC exams.
- Make sure that they learn English in a fun and easy way depending on their level of proficiency.

### Sutherland Global Services (Legazpi City) [ December 2019 - January 2020 ]

#### Sales Associate for Hilton Hotels

- Book Hotels for clients and assists them with their booking if they have issues.
- Find Hotels for the customer in a center area that would best fit their purpose and needs.
- Offer extra amenities or a room upgrade that would soothe them.

### Uber Philippines LLC [ March 2016 - October 2019 ]

#### HR Personnel / Escalation Email Support [Tier 3] / Restaurant App Support

- Update the Employee's profiles and answer their questions about their benefits.
- Explain payroll and compensation to employees [ cut-off date, statutory benefits, leaves, etc.]
- Arrange the organizational chart of the company whenever there are new promotions or a change in leadership
- Answer escalated issues and incident reports (level 3 emails) of customers and partner drivers.
- Arrange menus for Restaurant owners on the app.
- Assist delivery partners in locating customers' addresses and accept escalated calls from customers who have questions about their orders or issues with them.
- Works hand-in-hand with our partners in Australia and New Zealand

### Stellar Philippines (Naga City) [ January 2015 - APRIL 2016 ]

#### Reservation Specialist for Jetstar Airlines / SME (Subject Matter Expert) / OIC Team Lead

- Book airline tickets for customers and assist them with their canceled or delayed flights.
- Manage agents and answer questions they have about the product
- Submit end-of-day reports for booked, canceled, delayed, and promotional flights.

### Sutherland Global Services (Legazpi City) [ March 2012 - December 2014 ] Technical and Billing Support for Hughesnet (ISP in the US)/ SME (Subject Matter Expert)

- Troubleshoot customers' internet service and assists them with their computer set-up.
- Assist and handle agents' questions about the products and services.
- Train the new team members about the process and the product in a more specific and detailed way
- Discuss updates with team members

# TOOLS

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- MS Office [including Excel, Word, Powerpoint]
- Video Editing tools [ Premier, Descript, Veed, DaVinci Resolve, CapCut]
- SocMeds [FB, YT, LinkedIn, Instagram]
- Shopify
- API
- Gorgias
- Hootsuite
- Workday
- Calendly
- Google Calendar
- Zendesk
- Jira
- Salesforce
- CRM
- Zoom, Skype
- Photo Editing Tools [Canva, Photoshop]

# EDUCATION

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Vocational-TESDA V [2006-2008]  
Basic Computer Programming and Repair

College [2002-2004]  
University of the Philippines Diliman  
Bachelor of Arts in Film and Audiovisual Communication

Secondary level [1998-2002]  
Tabaco National High School