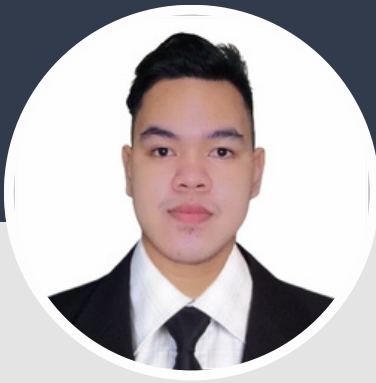


HAROLD "COIN" ROSAL

CUSTOMER AND SALES ASSOCIATE



CONTACT

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Davao City, Philippines
8000

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SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking
- Tech Savvy

LANGUAGES

- English (Fluent)
- Japanese (Basic)
- Filipino (Fluent)

REFERENCE

Lesly Joy Perlas

TP Global Assistant Manager

Phone: +63 938 255 6346

Email: Leslyperlas@outlook.com



PROFILE

Being the primary earner for my family and working in the BPO industry for five years has helped me become the most improved version of myself. I like communicating with people, which explains my strong social interactions. Aside from focusing on my work and academics, my greatest strength is being responsible for the responsibilities allocated to me and being on time. It is easy for me to lead a team, and I like managing people the most. I like working and being productive, thus, its helps me to become responsible and professional at all times.



WORK EXPERIENCE

Teleperformance Davao Phil. 2022 - PRESENT
Workforce Management / Mission Control Analyst

- Collects and analyzes data related to employee performance, attendance, productivity, and scheduling.
- Creating staffing models, forecasting labor needs, and optimizing shift schedules to meet business demands while balancing cost-efficiency and employee satisfaction.
- Monitors key performance indicators (KPIs) such as service levels, response times, and productivity metrics.

Teleperformance Davao Phil. 2019 - 2022
Technical Support Representative

- Helps customers identify and solve technical problems with products or services.
- Provide instructions on installation, setup, and optimal usage, and help users navigate software, hardware, or other technical tools.
- Confirm satisfaction and may provide ongoing support for future concerns, updates, or upgrades related to the product or service.

CNX Philippines 2018-2019
Customer Service Representative

- Listen attentively, troubleshoot problems, and offer solutions to ensure customer satisfaction.
- Interact with customers in various ways, whether by phone, email, or chat, and create positive experiences that reflect well on the company's reputation.
- Answering inquiries and managing requests to processing orders or handling complaints.



EDUCATION

Bachelor of Science in Hospitality Management 2022 - 2025
School of Hospitality and Tourism | University of Mindanao
GPA: 3.6 / 4.0

Bachelor of Arts in Communication 2018- 2029
School of Masscomm | Holy Cross of Davao College
GPA: 3.4 / 4.0