



Gilbert Zabate

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EXPERIENCE

FREELANCE CONTENT WRITER/ SOCIAL MEDIA SPECIALIST

Home based

July 2018- March 2025

- Tasked to write SEO optimized content on a project based set up. Worked with local and international brands.
- Created graphic designs (static and video) for various clients.
- Promoted brands through social media marketing.

SUITED CONNECTOR BPO

Data Entry Specialist

Cebu Office: 16th floor FLB bldg, Cebu Business Park, Cebu City 6000

April 2016- July 2018 – Full-time

- Research on the current contact information and input the corrections as needed.
- Making sure that the website's pages are showing the correct information and are consistent with the client's specifications.
- Updating the important information on the directory site daily.

SKILLS

Data Entry/ Data Research

Assigned in updating the pertinent information on directory sites daily. Research on the current contact information and input the corrections as needed.

Making sure that the website's pages are showing the correct information and are consistent with the client's specifications. Handled this role for more than two years.

Content Writing

More than 6 years of experience with content writing and content editing. Tasked on creating original SEO targeted articles that are plagiarism free and meet the client's standards.

Social Media Marketing

Handled various corporate social media accounts for online marketing purposes. Promoting and building the

Eli Global

Technical Support

2nd floor, JY Square Mall, Lahug Cebu

Sept 2015- Mar 2016 – Full-Time

- Responsible for completing DNS updates.
- Checked for software compatibility and updated the platform of the supported Prescription Dispensing Tool (RxWeb).
- Completed training on Computer and Networking basics in preparation for RxWeb Installation training.

FoodMenu.Ph

Sales Agent (Project –based)

Zenith Bldg., Rm 203, Cebu Business Park Cebu City

Nov 2014 – Feb 16 2015 –Full-time

- Increased sales and prospects for the business
- Scouted for potential clients through email, phone and personal visits.
- Visiting client's physical shops and offices for product presentations.

Vanilla Networks

Content Writer

TGU Bldg, Rm. 705, I.T. Park Lahug Cebu

May 2014- Oct 2014 – Full-time

- Created optimized articles for client's websites.
- Communicated effectively to understand needs and feedback from clients.
- Curated marketing content for brochures, flyers and posters.

Web Outsource Force

Social Media Specialist

Regus Shared Office, Apple One Bldg, Cebu Business Park Cebu City

Jan 2012-April 2014 – Full-time

online brand of different niche businesses through social media posts and audience engagement.

Customer Care Specialist

Handled inbound calls for leading US based companies. Assisted customers by handling queries and disputes in billing. Provided troubleshooting on mobile phone issues. Helping to resolve the customer's complaints and requests. Gained more than 4 years of experience as a customer service representative.

- Handled corporate social media accounts for online marketing purposes.
- Engaged with the online audience to better foster the brand's online reputation.
- Promoting and building the online brand of different niche businesses through social media posts and audience engagement.

English Revolution

ESL Trainer

DNA Building Rm. 201-202, Ibabao Mandaue City, Cebu

Jan 2009- Dec 2011 – Full-time

- Handled online English as a Second Language classes.
- Tasked in teaching online English lessons like writing and speaking that are appropriate to the students learning level.

Western Wats

Market Researcher

Pipc Building 7, Kadaugan Avenue, Mepz 2, Lapu-Lapu City, Cebu

Aug 2007- Nov 2008 - Full-time

- Engaged in outbound calls to US offices and households to gather information for surveys.
- Recorded participant's answers to surveys in verbatim.
- Encoded accurate and complete information in every survey to ensure quality.

Teletech Cebu

Customer Care Specialist

Oakridge Business Park, 880 A.S. Fortuna Street, Banilad, Mandaue City 6014 Cebu

Oct 2006 – Feb 2007 – Full-time

- Took inbound calls from customers and assisted callers with online purchase transactions.
- Handled inbound calls for leading US based companies.
- Helping to resolve the customer's complaints and requests

Convergys

Customer Care Specialist

Paseo Arcenas, Banawa, Cebu City 6000

Jan 2005- July 2006 – Full-time

- Assisted customers by handling queries and disputes in billing.
- Provided troubleshooting on mobile phone issues.

EDUCATION**UNIVERSITY OF SAN CARLOS**

Talamban, Cebu City

Bachelor of Fine Arts Major in Advertising Arts (2nd Yr. Level)

