



Wesley Cruz

CONTACT INFO

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**Address**

Navotas, Philippines, 1485

PROFESSIONAL SKILLS

- Customer Service
- Light Graphic Design
- Email Management
- Adaptability
- Communication
- Time Management
- Attention to Detail
- Teamwork
- Problem-Solving

SOFTWARE EXPERIENCE

- Canva
- Zendesk
- Stripe
- Slack
- Google Apps
- Facebook
- LinkedIn
- Instagram
- Magento
- Loop
- WhatsApp
- Viber

WORK EXPERIENCE

CONTENT PROCESSING SPECIALIST

BrandBastion | May 2020 - Present

- Processing content on different social media platforms.
- Provide feedback for any process improvement.

CLIENT SERVICE ANALYST

Microsourcing | May 2021 - March 2022

- Provide first-level customer facing support.
- Respond to and resolve common client issues.
- Other ad-hoc task.

CUSTOMER SUCCESS REPRESENTATIVE | ESCALATION

A Better Florist | November 2019 - September 2020

- Manage customer complaints.
- Handles refund processing.
- Oversees pending tickets and handles suppliers concern.

FINANCE OFFICER

A Better Florist | August 2019 - November 2019

- Manage accounts and invoices.
- Calculate the company's margins, cost, and other operating metrics.
- Create reports weekly based on such data and statistics.

CUSTOMER SUCCESS REPRESENTATIVE

A Better Florist | April 2019 - July 2019

- Manage a high volume of ticket and chat inquiries
- Build sustainable relationships with the customer.
- Provide other ad-hoc tasks when necessary.

EDUCATION

SCHOOL/COLLEGE/UNIVERSITY

June 2005 - April 2009

Bachelor of Science in Business Administration

REFERENCES

- Rick Duane Chavez | ABF/ HR Supervisor | ric.duaneph@gmail.com
- Harold Mueco | Ayala Land Premier/Sales Supervisor | haroldmueco@gmail.com
- Mellogene Manalo - Garcia | ABF/Intermediate Bookkeeper | manalo.mellogene@gmail.com