



# CLYDE A. OSMENA

## CONTACT



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## SKILLS

- Sales
- Customer Service Skills in Banking and Finance, Publishing, Telecommunications, Retail, Logistics, etc.
- Technical Support
- Quality Assurance
- Training and Development
- Oral and Written Communications in English
- Market Research
- Technical Writing
- Schedule Management
- Knowledge and Technical Skills in CRMs (Salesforce, Hubspot, etc.), Google Suites, Dialers and VoIP, Microsoft Office Tools, Messaging and Video Conferencing Tools
- Interpersonal Skills

## REFERENCE

- Ryan Obrador - "411Locals"**  
OMC Team Leader  
r.obrador@us.411locals.com  
+639079048062
- Maesheille Ibahay - "Trouble Free Employees"**  
Director of Operations  
elle@trouble-free-employees.com  
+639270029222
- Ron Dexter Sumagang - "A Star Media Marketing"**  
Fulfillment Officer  
ronsumagang123@gmail.com  
+639771650407

## OBJECTIVE

A multi-faceted, efficient, and reliable BPO and VA professional with years of experience in sales, customer service, supporting executives, technical support, team management, quality assurance and training, seeking new opportunities of career and personal growth

## EXPERIENCE

### 411Locals

July 15, 2024 - January 28, 2025

Sales Closer (Online Marketing Consultant)  
Closed deals for SEO projects

Closed deals for website creation

Closed deals for local seo listings and online business directory listings

### Trouble Free Employees

May 10, 2023 - July 10, 2023

Virtual Assistant (Social Media Manager and OnlyFans Chatter)  
Assigned to manage the social media accounts of a client who was a professional model based in Florida, USA

Managed the client's OnlyFans account

### Telegenix IT Solutions

May 10, 2022 - January 15, 2023

Sales Operations Manager  
Handled the operations department as overall head in recruitment, training, quality and production

Delivered to oversee the team's performance and skills in meeting with the company's objectives and exceeding client's expectations.

### Teleflix Contact Center and BPO

April 5, 2021 - April 10, 2022

Sales Operations Manager  
Managed the operations department as overall head in recruitment, training, quality and production

Delivered to oversee the team's performance and skills in meeting with the company's objectives and exceeding client's expectations.

## **Northwestern BPO**

*August 02, 2020 - April 1, 2021*

Sales Operations Manager

Handled the operations department as overall head in recruitment, training, quality and production

Delivered to oversee the team's performance and skills in meeting with the company's objectives and exceeding client's expectations

## **FIS Global Solutions**

*May 20, 2019 - June 27, 2019*

Customer Service Representative

Worked for a top global provider of technological solutions to retailers, banks, and capital markets companies as a Customer Service Representative

Assisted customers with everything that they need over the phone

## **Amazon Philippines Operation Services**

*September 10, 2018 - December 1, 2018*

Shipping and Delivery Support Associate (Tier 2)

Worked for the global leader in online retail and the largest online shopping platform in the world as a Shipping and Delivery Support Associate

Assisted customers and customer service representatives in resolving issues with logistics and tracking down delivery statuses

## **Author Solutions Philippines Inc.**

*May 15, 2017 - January 15, 2018*

Submissions Coordinator

Worked for the largest self-publishing company in the world as a Check-In/Submissions Coordinator

Assisted authors in the publication process through the submissions of their manuscripts and other materials, in making sure that they don't have issues with libel and copyright

## **Aegis People Support**

*September 12, 2011 - April 20, 2012*

Telephone Banker

Served as a Telephone Banker for the third largest bank in the world

Provided top notch service and assistance in retail banking to its customers, clients and depositors

● **Convergys Philippines (now Concentrix)**

*April 28, 2011 - June 04, 2011*

Customer Service Representative

Worked for a leading telco in the US as a customer service representative, providing high quality service to its clients and customers

● **Qualfon Quality Contact Center**

*March 10, 2010 - March 10, 2011*

Technical Support Representative

Worked for a leading prepaid mobile service provider as a technical support representative, providing global quality service in technical support



**EDUCATION**

● **Cebu Normal University**

*2008-2011*

Bachelor of Secondary Education - Major in English