



ELMAR ASUELA

CUSTOMER SERVICE REPRESENTATIVE

CONTACT

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📍 11th St. Lacson B. C

EDUCATION

2002 - 2007

COLEGIO SAN AGUSTIN -BACOLOD

- BSIT
- Under Graduate 4th year Level

1998 - 2000

DOMINGO LACSON

NATIONAL HIGH SCHOOL

- High School

SKILLS

- Good People Skill
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English

WORK EXPERIENCE

- **Go Health 360** AUGUST 2024 - NOVEMBER 2024
Sales Representative
 - Do outbound call and introduce the pharmacy to the patient
 - Provide benefits and services offered by the Pharmacy
 - Realtime transfer to Pharmacy Advisor for enrollment.
- **Collective Solutions** January 2024- May 2024
Customer Service Representative
 - Answer incoming calls and ask what roadside assistance they want
 - Provide towing service, Flat tire change. Fuel delivery.
 - Do follow up on the customer and even contact service provider for real time update and assistance to a stranded customer
- **Queue Dial** October 2023- December 2023
Intake Coordinator
 - Answer incoming call from the Plaintiff and open account
 - Gather demographics as well as ask for necessary documents needed for the lawsuit.
- **Beastmode Legacy LLC** January 2023 - August 2023
Appointment Setter
 - Call selected prospect to schedule meeting with insurance agent for their current plan.
 - Create meeting date and time for both parties to be align on their respected schedules.
- **FGC Plus** JUNE 2021- MARCH 2022
Customer Service Representative
 - Answer incoming calls, respond to live chat and emails from dealers for their cabinet order, inquiries and shipping status
 - Create Back order entry for missing items and do outbound calls to inform dealers. .

WORK EXPERIENCE

- **IQOR- BACOLOD** JANUARY 2020 -DECEMBER 2020
Customer Service Representative
 - Answer incoming calls from Airline passenger to create flight bookings and reservation.
 - Do cancelation of tickets, rescheduling and refund request for the customer.
 - Provide over the phone information with regards to airline policy and procedure. Provide preflight information and seat and bag arrangements.
 - **Panasiatic Solutions** MAY 2012 - JANUARY 2020
CSR / OPERATIONS SUPERVISOR
 - Handle 15-20 headcount.
 - Do live call monitoring and real-time feedback and coaching. Provide pre-shift huddles for updates and additional instructions for the day. Do post Shift huddles for end of the scores and additional reminders.
 - Create evaluations for regularization of agent, Provide weekly and monthly reports for team progress and standings.
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