



# Tricia Mariel Lucero

CSR | Admin Assistant | Transcriptionist | Data Entry

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 Cagayan De Oro City

## EDUCATION

### BS in Tourism Management

Lourdes College  
2019 - 2023

## SKILLS

- Customer Service
- Basic Computer Literacy skills
- Time Management
- Basic Digital Skills
- Critical Thinking
- Communication Skills
- Order Processing
- Data Entry
- Multitasking
- Basic Video Editing

## TOOLS

- Google Suites
- Skype
- Canva
- Excel Sheets
- Slack
- Discord
- Zoom
- Monday.com
- Capcut

## PROFILE

As a tourism graduate with experience as an administrative staff member, customer service representative, and transcriptionist. Proven abilities in computer literacy, strong work ethic, sales techniques, data entry, and customer service. Eager to leverage customer service skills and advance administrative expertise.

## WORK EXPERIENCE

### Appointment Setter

Feb. 2025 - April 12, 2025

Goldstein Management

As an Appointment Setter, I engaged with potential clients through calls and messages to generate interest and set appointments for the sales team. I maintained detailed records of interactions and ensured timely follow-ups to maximize conversion opportunities.

### Admin Assistant / Customer Service

July 2023 - Dec 2024

Pyramid Consolidated Builders & General Merchandise

Experienced Administrative Assistant and Customer Service professional skilled in office management, client support, and effective communication. Proficient in scheduling, record-keeping, and ensuring exceptional customer experiences. Organized and results-driven, enhancing operations and satisfaction.

### Cold Caller

Oct. 2024 - Nov. 2024

SOAR BPO

As a cold caller, I engage prospects, promote products, and generate leads using persuasive communication. My role is target-driven, requiring resilience and adaptability to meet customer needs

### Data Entry / Transcriptionist

Jan. 2019 - Dec 2021

Remotask

As a transcriptionist, I accurately transcribed, proofread, and maintained confidentiality. In data entry, I updated records, verified data, and generated reports to enhance efficiency.

## REFERENCES

### Eugene Alaán

Software Engineer

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### April Dianne Sabuero

Human Resources Assistant

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