

Charlotte Arroyo-Rabano,OTRP

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Personal Data:

Sex: Female
Birthday: March 21, 1980
Religion: Roman Catholic
Languages Spoken: Fluent in English, Tagalog, Bicol and Rinconada

Educational Attainment

Primary

School: **Modern Learning Center** S/Y 1985-1987
Awards Received: Outstanding Pupil

Intermediate

School: **Modern Learning Center** S/Y 1987-1993
Awards Received: 1st Honorable mention
Positions Held: Class President 1991-1993

Secondary

School: **University of Saint Anthony** S/Y 1993-1997
Awards Received: 1st Honorable Mention
1st place Division Secondary Schools News Writing Comp.
Meritorious Versatility Award 1996
Outstanding Orator of the Year 1995& 1996
Positions Held: Earth Savers' Movement Vice-President 1994
Vice-President Interact Club of Iriga USANT chapter 1995
District Vice-Chairman, Girl Scout of the Philippines 1994-1997

College

School: **Unibersidad de Sta. Isabel** S/Y 1997-1998
Emilio Aguinaldo College, Manila S/Y 1998-2002
Awards Received: 2nd Place in Research & Thesis Writing entitled "Jobs Available for Deaf & Mute Persons in Manila Year 1999-2000"
Position Held: 3rd year Class Vice-President , 1st semester, 1998
Public Relation Officer of Occupational Therapy Council of Emilio Aguinaldo
College Year 2001-2002

Examination Taken:

- **Board Passer of Licensure Examination in Bachelor of Science in Occupational Therapy, February 2003**
- **TOEFLibt (Test of English as a Foreign Language)- Passed**

Working Experience:

Occupational Therapist

Clinical Experience

April 2001 to February 2002

- ❖ Has completed clinical internship program for a total of 1,500 hrs. --600 hrs for Physical Dysfunction treating patients with CVA or stroke, Arthritis, Traumatic Brain injury, arthritis, and the like ; 500 hrs for psychosocial dysfunction giving managements, assessments, activities and battery tests and handled patients diagnosed with Schizophrenia, Mood disorder, manic-depressive disorder, Bipolar disorder and other related psychiatric cases ; and 400 hrs for community service gave us a chance to combine both pediatric cases and adult dysfunction diseases; under the guidance of the clinical educators, supervisors in selected occupational therapy department, rotated in Rehabilitation Centers and clinics.
- ❖ Affiliation were conducted in the following Clinical Centers:

1. Department of Social Welfare and Development

Sanctuary Center

Mandaluyong City

April 23-June 15, 2002

2. The Learning Center

Merville Subdivision, Paranaque City

June 18-Aug 10, 2002

3. East Avenue Medical Center

East Avenue, Quezon City

Aug. 27 – Oct. 19, 2002

4. Sunrise Hill Therapeutic Community

New Manila Subdivision, Quezon City

Oct. 29 – Nov. 30, 2002

5. REHABSTAR- Community Based Rehabilitation

Lemery, Batangas

Dec. 18- Feb 22, 2003

Occupational therapist

Out- Patient Services

May 2002- Present

- ❖ Handled cases in a home service setting, adult physical dysfunction aspect. Cases handled were CVA or stroke, Osteoarthritis, Rheumatoid arthritis, dysphagia, fracture, sprain, and the like also practiced orthotics and prosthetics making through doctor's referral and assistance. Pediatric cases were also handled as ADHD and autism.

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RCBC Bldg., Makati City

March 17 to April 17,2003

Awarded with certificate of Recognition for complete attendance

Trainee for US market

- ❖ Has undergone training for Accent Neutralization , United States Geography, its cities in more than 50 states , their time zones as well as their public and private listings. Customer Service, Call Handling , Protocols and Basic and advance Training course are also included in the program.

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RCBC Bldg., Makati City

August,2003

Pioneer trainee for UK market

- ❖ Has undergone training about the UK (United Kingdom) Geography, towns and counties and other essential information necessary. Having familiarization and training of the British English Accent through listening trainings. Protocols and business and private listings were also included in the training.

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RCBC Bldg., Makati City

April 21,2003 up to April 23, 2004

Awarded as CSR for the month of August,2003

Awarded: Top 3 most number of OT hrs.(2 wks),August,2003

Customer Service Representative

- ❖ Initially worked for the company as Customer Service Representative in handling customer inquiries from the US (United States) about requests and queries from clients through several telephone providers in the US as SPRINT, Verizon Wireless, AT&T and the like. The campaign in this company is directory assistance with quality customer service. Conducted mock training for the company's international trainers and worked with the local trainers conducting training for new trainees. Handled escalated calls and settled issues for irate customers. Has been always in top 3 to be the fastest CSR in searching and handling clients with excellent service.

Department of Education

Region V – Bicol

Division of City Schools

Iriga City Central District

Iriga City Division Integrated Special School

Iriga City

June 2002 to October 2002;

June 2004 to September 2004

Volunteer Occupational Therapist

- ❖ Worked as a volunteer therapist in a special education public school to gain more knowledge and to practice my profession in a pediatric setting. Cases handled are autism, mental retardation, speech delayed students, deaf and mute, ADHD or attention deficit hyperactivity disorder, Cerebral Palsy, and Down's Syndrome. Basic sign language were used in the case of students who were hearing impaired and mute.

CENTER FOR HIGHER INTERNATIONAL COMMUNICATIONS

ATENEO DE NAGA UNIVERSITY

O'Brien Bldg. Ateneo de Naga University
Naga City, Philippines

Ateneo Call Center Program

August 2004 to May 2005

Language Trainer and Admin Assistant

- ❖ Handles training for the University's programs like Accent Reduction, Grammar, Call Center Program, Customer Service Training and other speech enhancement programs.
- ❖ Developed the center's training modules particularly Accent Reduction, telephone etiquette, voice reduction, listening skill enhancement, customer service and the Call Center Program Manuals
- ❖ Assist in the registration of enrollees, arranging interviews once they have successfully completed the program. Other tasks include data entry, word, power point and excel.

Conversational English Workshop

August 2004 to May 2005

Language Trainer

- ❖ Developed the center's training module for Conversational English Workshop that includes spontaneous speaking activities and neutralization of accent.
- ❖ Handles the training for this program for speech enhancement which is more on situational conversation with personality development where in our clients can apply in their respective occupation.

IELTS (International English Language Testing System)

December 2004 up to May 2005

Lecturer/Trainer

- ❖ Started the IELTS review in this University and developed the review modules for the English Proficiency Examination that includes Reading comprehension, listening, writing and speaking lectures & review for this program

NAGA PAROCHIAL SCHOOL

Ateneo Ave., Naga City
SPED (Special Education)
June 2004 up to present

Occupational Therapist

- ❖ Collaborates with the special education teachers and parents and developed patient's management and activities both in class and during OT sessions. Cases handled are speech delayed students, autism both hypoactive and hyperactive, cerebral palsy, down's syndrome or trisomy 21, mental retardation and other pediatric conditions.

Agape Review Center

Mayon Ave., Naga City
IELTS (International English Language Testing System)
September 2004 up to June 30, 2006

Lecturer/Trainer

- ❖ Handles allied medical professionals, as nurses, physical therapists and the like. Skilled workers, immigrants and students who will take English Proficiency Examination as one of the requirements to go and work abroad. Training review includes Listening exam, Reading comprehension, Writing test and Speaking to test their proficiency in the English Language.

JAP Review Center formerly ZEUS

Tagas, Daraga Albay

IELTS (International English Language Testing System)
September 2004 up to present
Lecturer/Trainer

National Pens Inc.
RCBC Bldg. Tower 1
Makati City
July 24 2006 – Oct 24, 2006
Order Verification Specialist

Innovative Contact Solutions
3rd Flr Trader's Square Bldg.,
Naga City
Oct 2006 to March 2007
Assistant Operations Manager & Call Center Trainer

MBStek Corp.
6/F RCC Center 104 Shaw Blvd
Pasig City - 1600
Manila
March 2007 to August 2007
Voice & Accent Trainer (Contractual)

WRI & Kolping Society
(TESDA Accredited)
Naga City
May 2007- July 2007

Call Center Program Trainer (Contractual)
Catanduanes Computer Learning Center Inc.
(TESDA Accredited)
Virac, Catanduanes
June 12, 2007-Present
Call Center Program TRAINER (Contractual)

Mindbooster Review Center
Naga City
November 2007 – Present
Lecturer/Trainer

EQ Academy
Legazpi City
October 2009- December 2013
Language Trainer

Homebased Campaigns
Customer Service Rep/ Team Manager/ Recruitment/s
Virtual Assistant/ Chat support/ Email Support/
Order processing/Appointment Setting/ Verification Specialist
Data Entry Specialist/ Research/ Compliance Analyst/ Quality Assurance/Training/
Customer Account Manager/ Collections
June 2009- Present

- **GOOGLE Listing- March 2009**
 - Done outbound calls to businesses in US, UK and Canada to list their business listing with us and be on the top spot during ad search or google search.
 - Enter lead reports and status of call in googledoc spread sheet.
 - Send email proposals to the leads
 - Make follow up call regarding the receipt of the proposal
 - Refer to closer and get payment details .
 - Submit end of day report and statistics.

- **Lace Wigs Store-April 2009- December 2012**
 - Started working as a customer service representative to assist customers with queries and help them place their orders.
 - Phone order processing
 - Chat support and email support.
 - Promoted to Customer Service manager and Virtual Assistant to client.
 - Manage team/ agents from the Philippines
 - Call monitoring assuring quality call and service.
 - Checking the log ins, tardiness, lates or compliance
 - Monitor daily sales and send weekly reports to client
 - Daily reminder for the quota of the week
 - Coordinate with the lace wig manufacturer from China, place bulk orders on behalf of my client.
 - Follow up with the shipping status of my client's orders inside and outside US
 - Checking and reporting regarding parcels not received (USPS)
 - Ensuring shipping schedule of orders shipped on time.
 - Researching for prospective customers, resellers and wholesalers.
 - Emailing prospects who would like to resell the products and processing orders for them with template given by my client and sending emails on their behalf.
 - Constant communication and support to existing resellers.
 - Power point presentation if needed or as required.
 - Sending emails to suppliers, customers, visitors, enquirers, or relevant staff on behalf of the client.
 - Checking stocks daily and updating inventory in the database.
 - Monitoring of the CRMs and Tickets just to make sure that all tickets are answered.
 - Monthly sales report to be submitted at the end of the month.

- **New York Insurance Company**
 - Called hospitals, doctors and insurance companies on behalf of the client
 - Entering data and policies into the system.
 - Do follow up calls to policy holders, checking their requirements and qualifications
 - Ensuring all the documents are updated and all data are saved.
 - Submit EOD reports for the calls made and for the clients talked to that day specially specific requirements missing for them to be qualified.

- **Virtual Assistant for Turtle (TUWOPO)**
 - Personal virtual assistant to Seth Johnson alias Turtle in the poker world.
 - Helping him out manage his schedule
 - Assist in launching his poker website.
 - Called his colleague, friends and family members on his behalf as per his instruction
 - Manage hotel bookings whenever he has tournament to attend to in different cities and states.
 - Book his flights as well.
 - Giving reminders for the appointments set for the day and the following day. Then follow up 1 hour before the meeting or appointment. Then 15 minutes prior.
 - Sending emails to his friends, colleagues, and employees working for his website on his behalf. Coordinating with them and relaying the information over to Turtle.
 - Ensuring invitation to each play or tournament has been replied to and that any pertinent documents are reviewed and signed for.
 - Sending Morning tasks at the end of every shift to client.

- **Virtual Assistant to Josh Koenig**
 - Answer business and personal calls on his behalf.
 - Replying to all the emails received from customers, visitors, enquirers, or relevant staff on behalf of the client.
 - Take note of the inquiries and proposals about his business which is about dumpsters, price varies depending on the size and number of dumpsters to be supplied.
 - Submit proposals via email to prospects like hospitals, restaurants, hotels for us to supply dumpsters using his template.
 - Manage schedule of pick up of dumpsters likewise their delivery.
 - Ensuring the pick up and delivery is on time.
 - Checking with the drivers, giving out the address for delivery and for pick up.
 - Keeping up and monitoring of sales and payments.
 - Giving reminders regarding bills, payment etc.
 - Does online payment on his behalf , with his approval and permission
 - Submit end of day report for the tasks done daily.
 - Manage his schedule or calendar of activities.

- **Headphones Store , UK**
 - Primary role was customer service representative and data entry specialist.
 - Answer the tickets and inquiries promptly
 - Answer incoming calls – orders, complaints or inquiries
 - Also do outbound calls to those who cannot complete their orders online.
 - In charge with their Amazon and Ebay accounts in UK, France and Germany
 - Upload products for sale and its description
 - Replied to customer queries and concerns in via Amazon and Ebay messages.
 - Process returns of the customers who would like replacement or refund.
 - Make follow up calls with Royal mail specially to non delivered parcels.
 - In contact with the manufacturer for any manufacturing fault or warranty issues.

- **TOY Store- UK based**
 - All admin tasks.
 - Email support for product queries, stocks, technical concerns and for those who cannot place their order.
 - Google Spreadsheet- encoding the orders , date shipped and tracking numbers
 - Entering vouchers into the system to apply the discount once redeemed.
 - Check inventory and sales weekly.
 - Send email proposals for prospects who would like to resell or do wholesale.
 - Keep and manage existing resellers, checking supplies and technical support and return.

- Customer and email support for EBAY and Amazon Accounts for UK customers, likewise France and German customers using google translator.
- **BUSINESS DEVELOPMENT MANAGER—Yumasoft Inc.**
 - Lead generation- search for leads by using zoom info, google, yellow pages and other resources.
 - Research
 - Cold calling
 - Email support
 - Email Marketing
 - Appointment setting
 - Data Entry
 - Data Scraping
- **BPO Company, Australian based- April 2014- June 2014**
 - Create weekly KPI reports on staff due every Monday morning by 10:00am AEST and send to management team for review.
 - Assist staff in induction training to ensure they are familiar with the company's policies and procedures. You will also be responsible for exams and updating the HR File once completed.
 - Reporting directly to the production co-ordinator and staff meetings, reporting any concerns based around the quality of our products.
 - Provide training, feedback and assistance to staff to ensure quality of our services is maintained.
 - Responsible for ensuring Zendesk are all addressed by either solved or pending status within 24 hours
 - Attend management meetings, address particular concerns with management team
 - Complete call monitoring sheets for each employee weekly.
 - Complete Hubstaff monitoring sheet to be completed daily and be included in the weekly report.
 - Create documents, questionnaires for interview and assessment of the applicants.
 - Work one on one with David Donohue to improve performance and productivity of each agents.
 - Do admin tasks for him like presentations, powerpoint, documents and other files.
 - Calling and emailing existing clients, to establish and maintain relationship with them and to ensure that they are happy with the service that our agents provide.
- **Inside Sales Agent—Lars Hendenborg Real Estate of Remax—October 2013 to December 2014**
 - Commissions Inc.
 - Boomtown
 - Set phone, showing of office appointments for buyer specialists
 - Use of manual dialer (X-lite) and make 150+ calls per day
 - Generate at least a total of 10 phone, showing or appointments per week
 - Nurturing Leads – Creating relationships with leads
 - Training with Real Estate Champions
 - Buyer leads
 - Handling objections
 - Creating value and importance of having a real estate agent
 - Training Seller on Seller Prospecting with Patrick Todd Ferry
 - Goals and Objections
 - Scripts on Sellers, Expired and FSBOS
 - Vulcan 7
 - Calling mostly expired leads and FSBOS

- Top Producer
- Entering Seller Leads to TP from Vulcan 7
- Entering all listing Appointments and managing calendars
- Nurturing Leads
- Making Closed Follow up Call for Past Clients

- **Telemarketer and Data Entry Specialist**
 - To call hospitals, medical clinics and doctors and have them sign up for a government grant in Canada.
 - Always achieve more than the quota a day.

- **Telesales Agent for Kyle Handy Realty**
 - Call buyers , sellers and FSBOS
 - Setting Appointment
 - MLS Data Entry
 - Call Follow ups
 - Updating Wordpress Blogs and Infographics
 - Data Verification
 - Other admin and ADhoc Tasks

- **Executive Virtual Assistant – Onro Property Solutions**
 - Setting appointment
 - Calling home sellers and home buyers
 - Arranging documents and contract to sign
 - Emailing clients using mailchimp
 - Listing on MLS
 - Speaking to realtors to list our properties in other states if applicable
 - Doing job postings
 - Liason officer
 - Data Entry

- **Customer Relations for an Organic Supplement Supplier**
 - Call clients and prospects to check stocks and availability
 - Process orders
 - Send out email promotions about monthly specials
 - Data Entry
 - Other administrative tasks

- **User Success Agent at Bidvine**
 - CRM management using Zendesk
 - Data Entry
 - Chat Support
 - Phone Support

- **Sales, Appointment Setting via Infusion Soft for a UK Company**
 - Calling schools in the UK to set appointment and sign up for short programs /courses
 - Data Entry
 - Data Verification

- **Customer Service Manager for a Computer Software Company**
 - In charge of the cases and tickets
 - Make follow up calls
 - Inbound calls for support
 - Chat support

- Provide coaching and training for new hires
 - Recruitment
 - Data Entry
 - Appointment Setting
 - Collections and billing endorsements
- **Data Entry/ Data Mining Specialist for an Australian Solar Company (Part - Time)**
 - Mine data in business listing websites to obtain phone number, address and company name in each town and territory and arranged according to categories.
 - Email Management
 - Entering leads on agent's residential leads to call via google drive and dropbox
 - LinkedIn Management
- **Customer Service Manager for Clothing Store based in Australia**
 - Answering customer's queries using Zendesk
 - Managing inventories
 - Placing order using shopify
 - Doing reports using excel sheets and excel
 - Processing shipping
 - Coordinating with the warehouse
 - Managing outgoing orders
 - Checking stocks and reorders
 - Processing refunds and returns
 - Generating coupons and vouchers
- **Customer Account Manager for a Fitness Gym in Australia (Part Time) – November 2014 to October 9, 2018.**
 - Does client calls and get them excited about joining the gym
 - Doing reactivation calls to previous customers to come back to the gym
 - Assertive debt collection via email and phone calls
 - Sending email to clients

Social media management

 - Client Orientation Possible sales calls from time to time
 - Doing Admin Tasks
 - Obtaining and updating bank account details
 - Data Entry
 - Accounting arrears
- **Executive Virtual Assistant for an Organic Meat Shop**
 - Customer support role for customer's order, order changes and refunds using woo commerce
 - Answering queries using freshdesk
 - Processing refunds
 - Processing store credits
 - Data Entry jobs for orders and stocks using google sheet and excel
 - Entering orders in woo commerce
 - Updating order status
 - Coordination with deliveries
- **Customer Happiness Superstar for a Organic Deodorant Company**
 - Checking and placing of orders using woo commerce
 - Creating vouchers for customers

- Social Media management as facebook and instagram
 - Answering customer inquiries and concerns using zendesk
 - Arranging monthly meetings with the team
 - Documentation of training materials
 - Canned response creation for commonly asked questions
 - Data entry tasks using excel and google sheets
 - Managing inventories in woo commerce
 - Email management
 - Shipment coordination with the warehouse
 - Processing returns, refunds, and replacements
 - Inventory Management
 - Handled both Canada and Australian Markets
- **Customer Support Manager for a Data Recovery Service**
 - Creating cases or tickets for clients who wants data recovery service or ransomware problems
 - Documentation of the training materials
 - Processing payments of the clients
 - Processing payments of the hackers
 - Providing phone support
 - Chat support tasks
 - Collections
 - Document call activities and existing cases
 - Trainer for new agents
 - Documentation and creation of training materials
 - Processing shipping labels
 - Data Entry tasks
 - Social Media Management- LinkedIn
 - Online reputation management particularly google
 - Improvement of processes
 - Processing bitcoin payments
- **Virtual Assistant (Data Entry) for Pattison and Walker (Part - Time)**
 - Email management
 - Arranged resume according to company's template
 - Proof reading
- **Customer Support Specialist for No Pong**
- **Customer Service and Operations Manager for BRUSHx**
 - Oversees operations and logistics for BRUSHx
- **Logistics Supervisor for KBX Logistics**
- **Ignited Virtual Outsourcing Services Corp (IVOSCorp)**
Chief Executive Officer (2008- Present)
- **Gerhon Eijah Farm Iriga and Sorsogon**
Owner and Head of Operations (2015-Present)

REFERENCES:

1. David Donohue

david.donohue@irdata.com

Director/Business Development Manager

IRData Pty Ltd | D: 0423 282 541 | Main: (07) 3123 7361

2. Mr. Josh Koenig

Owner Orion Carting, New York

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3. Suzette B. Amago

Team Leader

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