

ALIBERT JOHN M. LABASTIDA

Age: 30

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PROFESSIONAL JOURNEY:

1.) CALL CENTER AGENT

(Business-to-Business Specialist)

2018 - 2020

- Offers online marketing to business owners across the USA
- Dealing with clients and provide instructions for site optimization over the phone
- Collaborating with businesses to boost their online visibility on Google and various online directories
- Optimize keyword use and effectiveness
- Utilize keyword search tools to track progress and performance of the client's business
- Troubleshoot poor rankings & develop improvement strategies
- Convey strategies, results, & goals to business owners
- Work with other SEO team to brainstorm new ideas and identify complex issues faced by new and existing clients.

BADEN BPO & SOFTWARE LLC

badenbpo@gmail.com

*Dubai National Insurance Building,
Sheikh Zayed Road, Dubai, UAE.*

2.) IT MANAGER & OFFICE ADMINISTRATOR

(2017 - 2018)

- Manages correspondence by answering emails, drafting, formatting, filing, and printing relevant documents.
- Assists with schedule management and attends workshops and conferences when requested
- Responsible for the overall management & troubleshooting of network connections & hardware / software maintenance of the servers, computers and printers in the office
- Maintains systems, network security and online accounts of the company and its employees
- Manages the company's marketing strategies via SEO, social media platforms, email, and various online directories
- Trained & managed real estate agents/property consultants on how to utilize CRM Systems
- Design flyers/brochures for the company using ADOBE SW.

ASAS FASIL REAL ESTATE CO. LLC

under Azizi Developments

info@asasrealestate.com

Business Bay, Dubai, UAE

3.) TECHNICAL SUPPORT SPECIALIST

(HP Hewlett-Packard)

2013 - 2016

- Responsible for assisting American clients in troubleshooting over the phone providing walkthroughs that concern computer repairs both hardware and software
- Responsible for setting up home service repair
- Registering and managing customer accounts and concerns using the system
- Selling and processing orders for shipment of parts replacements, in-warranty / out-of-warranty repairs, subscriptions & insurance of the client.
- Endorsing the latest HP products.

CONVERGYS

www.convergys.com

Mandaluyong City, Phil.

4.) CUSTOMER SUPPORT REPRESENTATIVE

(Virgin Mobile UK)

2011-2012

- Responsible for topping up accounts of European clients subscribed to Virgin Mobile UK
- Checked the network availability in a client's area of concern; and
- Ensured the network and data connectivity of the client
- Assisting European clients over- the-phone providing basic mobile troubleshooting
- Registering their accounts in the system and documenting their concerns

SITEL

www.sitel.com

Mandaluyong City, Phil.

5.) CHAT SUPPORT REPRESENTATIVE

(eBay UK Anti-fraud Division)

2009 - 2011

- Responsible for filing, preventing, and resolving fraud concerns between sellers and buyers on eBay UK.
- Secured transactions between customers.
- Conducted inventories and receipt issuance;
- Interacted with customers via chat and email to provide information in response to sales and product promotions;
- Established seller-buyer relations by presenting products and convincing customers; and
- Communicated with customers through email correspondence regarding their online transactions and fraud concerns.
- Provided security for buyers and sellers on Ebay UK
- Issuing the necessary actions to the accounts of fraudulent users

SUTHERLAND GLOBAL SERVICES

www.sutherlandglobal.com

Taguig City, Phil.

EDUCATION:

INFORMATION TECHNOLOGY (I.T.)
BACHELOR's DEGREE

ISABELA STATE UNIVERSITY

- www.isu.edu.ph

- Isabela, Philippines

A credible Higher Education Institute, awarded by the Association of Accrediting Agencies of Chartered Colleges and Universities of the Philippines

- Bachelor of Science in Information Technology (2016)