

DAPHNE KISMET B. CALLAO

EXECUTIVE & ADMINISTRATIVE SERVICES

Multi-skilled and provide clients excellent assistance over the last 7 years up to the present.


EDUCATION

**BACHELOR OF BUSINESS
ADMINISTRATION**

Silliman University | 2012-2016



CONTACT

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 dkc070895@gmail.com

 Pusok, Lapu-Lapu City,
Philippines

SKILLS

- Project Management
- Marketing Development
- CRM Management
- Social Media Management
- Onboarding Webinars
- Customer Support/Success
(Phone,Email,Chat,SMS)

TOOLS

- HubSpot
- Booker
- ClickUp
- Trello
- Podio
- Asana
- ActiveCampaign
- Quickbooks
- Vici
- Lastpass
- Canva
- MemberVault
- Salesforce
- etc.,

REFERENCE

ISIS MEDILLO-TERUEL

SENIOR OPERATIONS MANAGER

Icednia.medillo@concentrix.com+63-
917-129-4278

EXPERIENCE

CUSTOMER SUCCESS

LenderHomepage | 2020-present

- Provides Onboarding Webinars and 1 on 1 Training with Mortgage Clients.
- Make sure the clients are successful using the product

EXECUTIVE ASSISTANT

Part-time | 2019 - 2022

- Assist clients with daily administrative tasks
- Manage calendars, projects, and accounts
- Take a big part in business development and responsibilities

PUBLISHING/MARKETING CONSULTANT

Informa Global | 2019-2020

- Help authors published their books
- Assist Authors in marketing their book copies in-store, media, and online.

TECHNICAL/CUSTOMER SUPPORT

Convergys (Now Concentrix) | 2016-2019

- Take phone calls and provide quality performance across all client value metrics or even exceeding goals
- Assist customers with all product knowledge and take care of basic inquiries from customer such as (billing, technical, order status, basic account details, etc.)