**Jaymar Prieto Obillos**

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**BIRTHDATE:** December 16,1986

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**OBJECTIVE:**

I am seeking employment to a company where I can grow professionally, practice my skills and use it for the success of the organization.

**SKILLS:**

* Customer Support Professional for both inbound and outbound accounts with technical knowledge, telemarketing, generating sales/leads, chat support and billing.
* Proficient with Microsoft office applications like Microsoft word, MS Excel, Power point, etc.
* Familiar with Google docs and sheets, typing, data entry and web research.
* Audio/Video transcription.
* Pro-active, time-oriented and attentive to details.

Also versed in the following:

**EXPERIENCE:**

**Kansas City Home Solutions, LLC** (Real Estate Investment Company)

**Virtual Assistant (6 Months)**

March 2015 – June 2015

March 2016 - August 2016

Schedules: Night Shift (9:00 PM - 12:00 AM PHT)

Morning Shift (4:00 AM – 9:00 PM PHT)

**Responsibilities:**

* Manages company websites for home sellers and buyers using oncarrot.com
* Answers incoming calls from the buyers’ line to answer inquiries, set appointments and negotiate.
* Create Marketing ads for the properties available for sale. Post ads on Craigslist, Trulia, backpackers, etc. using Vflyer.com. Updates company social media pages.
* Handles paperwork for title closing.
* Updates Podio CRM, input details of all contacts and transactions.
* Uses Microsoft Applications(MS Excel, MS Word, etc..), Wondershare Video Editor and familiar with MLS and Mailchimp.

**Apps and tools:** Podio CRM, Oncarrot, Wondershare Video Editor, MLS, VFlyer, click2mail, Mailchimp, BiggerPockets, logmein client app, Hootsuite

**Vettery Inc. (Job Hunting website)**

**Data Entry Specialist**

June 2015 – March 2016

Schedule: Anytime

**Responsibilities:**

* Scrapes websites for contact details of assigned company owners and employees and update the CRM.
* Uses Microsoft Applications and Google Docs and Sheets.

**Apps and tools:** Rapportive, Fullcontact, Google spreadsheet

**Worldwide Pants Inc.**

**General Transcriptionist**

February 2015 – June 2015

Schedule: Anytime

**Responsibilities:**

* Transcribe audio and video files.
* Uses Inscribed software for easy transcriptions and dropbox.

**Apps and Tools:** InqScribe software, Audacity audio software

**Eagerton Roofing**

**Telemarketer (6 Months)**

July 2013 – January 2014

**Responsibilities:**

* Cold Calls prospects for appointment setting.
* Scrapes web for lead generation.

**RingCentral Inc.** (Office Based)

**Technical Support Engineer Tier 1**

October 2012 – October 2013

Schedule: Night Shift

**Responsibilities:**

* Handles support from initial to advanced set-up for clients with 1 to 10 users.
* Supports billing and refunds concern.
* Used Ringcentral Software, Salesforce CRM and Logmein client app.

**Synnex-Concentrix Inc.** (Linksys Account)

**Product Support Specialist / Subject Matter Expert (3 Years)**

2009 – 2013

Schedule: Morning Shift/Night Shift

**Responsibilities:**

* Advanced support for customers with escalated concerns.
* Assist level 1 to 4 network products.
* Part of Case Resolution Team that handles callback for unresolved issues.
* Identify defective products.
* Assists level 1 to 3 agents from time to time.
* Used RightNow CRM and notepad for documentation.

**Synnex-Concentrix Inc.** (Linksys Account)

**Technical Support Representative**

0ctober 2007 – 2009

Schedule: Morning Shift/Night Shift

**Responsibilities:**

* Assist customers in setting up level 1 to 3 networking products.
* Used RightNow CRM and notepad for documentation.

**EDUCATIONAL BACKGROUND:**

**Inawayan Elementary School** (1992-1998 )

**St. Peter’s College of Toril (SPCT)** (1998-2002)

**University of Southeastern Philippines** (USEP), Obrero, Davao City 8000

**Bachelor of Science in Information Technology** (BSIT)

2002 – (Undergrad)

**University of Mindanao**

**Bachelor of Science in Commerce Major in Accountancy**

2011- (undergrad)