

Freleach C. Dela Rosa

Data Entry, Sales, and Customer Service Representative

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Zip 4408, Camarines Sur Philippines

WORK EXPERIENCES**Quantrics: Sales Outbound – OB BRS "Work From Home" - Bell Services (January 2026 – March 2026)**

Completed 60–70 outbound sales calls per shift, generating residential subscriptions for Bell internet, mobility, home phone, and TV cable services.

Quantrics: Serve to Sell – Household (Quad S2S) "Work From Home"(August 2025 – December 2025)

Resolved and converted 20–25 household interactions per shift, addressing service concerns while securing bundled Bell product and service subscriptions.

Quantrics: Serve to Sell – Bell Mobility (BM S2S) "Work From Home" (January 2025 – July 2025)

Resolved mobility concerns and converted 20–25 calls per shift into cross-sell and upsell opportunities for Bell home and entertainment services.

Key Achievement:

Achieved Top 3 Global All-Star status for six months by meeting *First Call Resolution* targets; preventing repeat calls within seven days, and consistently exceeding average *Revenue Generating Units* sales performance.

Quantrics: National Channel Support (NCS) "Work From Home" – Bell Mobility (October 2023 – December 2024)

Processed approximately 70 mobility cases per shift, including number porting, dealer sales activation, billing resolution, and connectivity troubleshooting.

Sutherland: Customer Service Representative - Amazon Retail and Payments (January 2022 - August 2023)

Resolved approximately 90 customer calls per 8-hour shift, addressing shipping, transit, and delivery complaints while maintaining high service standards.

Key achievements:

- Managed escalated supervisory calls in addition to regular duties, improving issue resolution efficiency and maintaining customer satisfaction metrics.
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OTHER RELEVANT EXPERIENCES**Promoter – Alson's Trading (August 2021 – December 2021)**

Promoted Everest products, assisted clients, communicated product features, and processed payments, contributing to increased product awareness and daily sales targets.

Cyber Cafe Customer Attendant (Intern) – Alpha Wolf Computers (January 2021 – June 2021)

Managed cashiering, explained product and service offerings, and processed payments, ensuring smooth daily operations and customer satisfaction.

Office Assistant (Student Intern) – Municipal Human Resource Office, LGU Sipocot (2018)

Provided clerical support, organized documents, and assisted office operations, contributing to efficient workflow and administrative processes.

PERSONAL INFORMATION**Background**

Sex: Male

Birthday: February 2, 1998

Civil Status: Single

Nationality: Filipino Citizen

Languages: English and Filipino

Education

Units on Associate of Computer Technology

Units on Bachelor of Science in Civil Engineering

University of Nueva Caceres, Undergrad

2018-2022

CHARACTER REFERENCES**MARLEN SHANE MAYOR**

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