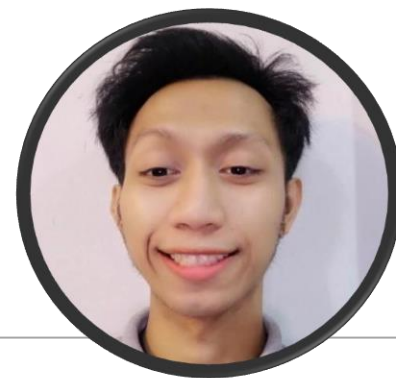


CARL DEXTER G. DAZ

BPO AGENT / FREELANCE



CONTACT

09358707445
Goldendazdaz1@gmail.com
Taytay, Rizal, Philippines

EDUCATION

**Bachelor of Science in
Information Technology**
College, ACLC
2016-2019

SKILLS

Customer Support
Retention
Sales, Inbound/Outbound
Appointment settler
Email, Chat support
Billing

ACHIEVEMENTS

Top agent
Sitel
2020

Top Agent
Quantrics
2025

SUMMARY

I have been in the BPO industry for over 8.5 years, specializing in Sales, Customer Support, Retention, Technical Support, Email, Chat Support, and Billing. My experience aligns closely with your requirements for a Customer Support Specialist, particularly in technical troubleshooting, live chat management, and cross-functional collaboration.

PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Instacart - Voice/Non-Voice/Blended/Chat support/Retention
Virgin Media - Voice
SITEL Philippines Corporation (July 2019-August 2021)

BDC appointment setter

Prime drive cars/Located new jersey - Voice
(September 2021-October 2022)

In the Appointment BDC Settler role, our tasks are very similar to those in Customer Service. We handle customer inquiries, address their concerns, and provide clear answers to their questions. Additionally, we offer sales support by presenting options for the cars they prefer. Once a customer decides, we assist them in booking and scheduling their appointments.

Customer support/Tech

Verizon Wireless for Postpaid - Voice
Alorica Philippines (November 2022-October 2023)

Retention (Loyalty)/Sales

Telus international - (May-2024)
Quantrics Phillipines - (August 2024- Feb 2026) Bell Canda - Voice