



# IAN REY YANUARIO

ADMINISTRATIVE OFFICER



## Contact



Pawing, ZoneTaurus, Palo, Leyte



+63 961 971 4452



ianreyfranciscoyanuario@gmail.com



## Skills

- Admin Assistance
- Data Entry and File Organization
- Adaptability
- Communication Skills
- Email and Chat Support
- Proficient in MS Office Programs
- Employee Relations/ Support
- Performance Management
- Customer Service



## References

**Atty. Larry S. Esperas**

Legal Officer

Department of Agrarian Reform

**Mark Espedilla**

Former Dean of the College of Education

Dumaguete State University

LDS Church Educational System Instructor



## About Me

Dedicated and detail-oriented professional with a Bachelor's degree in Secondary Education and a solid background in both teaching and the BPO industry. Proven expertise in communication, multitasking, and operational development. Adept at fostering collaboration within teams and navigating challenges in the dynamic work environment. Eager to bring a strong work ethic and adaptable approach to contribute effectively as an Administrative Officer.



## Education

### Bachelor of Secondary Education

June 2014 - May 2018; March - July 2021

*Leyte Normal University*

*Competence in Practicum Award (July 2021)*

*LET Passer (October 2022)*



## Work Experience

### Virtual Staffing Solutions, Inc.

**Oct. 2021 - Oct. 2023**

#### Team Leader

- Gauge progress by coaching and consistent follow-up with agents.
- Help create and implement SMART action items for my agents to improve daily.
- Supervise day-to-day activities on shift and conduct team meetings to ensure clear communication from clients and among team members.

### Cognizant Technology Solutions, Inc.

**Oct. 2018 - Dec. 2020**

#### Graphic Designer

- Interpret medical and hospital claims.
- Provide assistance with billing concerns.
- Provide information to types of services covered by insurance.

### Convergys, Inc.

**May 2018 - July 2018**

#### Customer Service Advocate

- Upsell products and provide assistance with troubleshooting radios.
- Provide information on different types of radio subscriptions.