

CHERRILYN L SALDUA

**Mobile**

+63 9945738206

Address

Banaba, Padre Garcia,
Batangas

Email address

cherrilysaldua@gmail.com

EDUCATION PROFILE:**Bachelor of Science in
Accountancy**

De La Salle Lipa
Lipa City, Batangas
2010 - 2012

Secondary Education

Holy Family Academy
Banaba, Padre Garcia,
Batangas
2006 - 2010

Elementary Education

Padre Garcia Central School
Poblacion, Padre Garcia,
Batangas
2000 - 2006

PERSONAL DETAILS:

Gender : Female
Date of Birth : July 19, 1993
Place of Birth : Batangas City
Civil Status : Married
Citizenship : Filipino
Religion : Roman Catholic

ABOUT ME

I have years of experience in customer service and appointment setting, with a strong background in managing and supervising inbound and outbound calls, chats, and coaching agents to meet their KPIs. I excel in organizing tasks and solving problems effectively and possess strong organizational skills. Additionally, I can thrive under high-pressure situations and exceptional attention to detail, which are essential qualities for providing effective support to executives. With expertise in multitasking and effective time management, I believe nothing is impossible.

EMPLOYMENT RECORDS**Stellar Personnel****Staffing/Scheduling Coordinator**

640 Bloor Street West, Unit 201, Toronto, ON M6G 1K9
September 22, 2025 – November 2, 2025

- Manage large-scale scheduling of staff across multiple clients, venues, and shifts.
- Respond promptly to client's requests, shift changes, and urgent staffing needs.
- Provide excellent customer service, ensuring client feel supported and informed.
- Communicate with staff to confirm availability, update shift details, and resolve conflicts.
- Maintain accurate records of schedules, attendance, and shift adjustments.
- Collaborate with other coordinators and data entry staff to ensure smooth operations.
- Troubleshoot last-minute staffing challenges with professionalism and speed.

MyOutDesk**Inside Sales Agent (ISA)**

3001 E Street, Sacramento, CA 95816
January 15, 2023 – September 10, 2025

- Responsible for calling up leads and being able to set up for an appointment with the client.
- Managed 1000 calls per week, resulting in a 1.5% to 2% acceptance rate for sales meeting.
- Followed-up with leads and ensured that all calls are properly documented.
- Responsible for lead generation.

Cyberbacker

Growth Parsed Appointment Backer

2447 Kiesel Ave Ogden, UT 84403

September 6, 2023 – December 16, 2023

- Conducted cold calls to reach out to prospective clients and customers, introducing them to our products and services.
- Managed 300 calls per day, resulting in a 6.67% acceptance rate for sales meeting.
- Scheduled appointments with new prospective clients, arranging dates on the calendar for our sales team to discuss our products and services, aiming to secure deals.

Concentrix

Communications Trainer II

Uber Wheels Project Account

P. Tuazon Blvd, Cubao, Quezon City, Metro Manila

January 31, 2022 to May 30, 2022

- Conducted evaluation of agents' chats and calls to ensure quality standards were met.
- Evaluated 10 agents for calls and 15 agents for chats per day from Monday to Thursday.
- Scheduled and facilitated coaching sessions for agents to discuss the evaluated chats or calls.
- Prepared and sent end-of-day, weekly, and monthly reports on accomplished tasks.

Concentrix

Program Ready Trainer

Pearson Account

Three Cyberpod Centris EDSA, Cor Quezon Ave, Diliman, Quezon City, Metro Manila

May 2021 – January 31, 2022

- Efficiently managed 15-20 trainees while providing support and showcasing strong multitasking ability.
- Facilitated trainees' mock calls, assessments, and weekly coaching sessions.
- Prepared and sent End of Day report.

Concentrix

Program Ready Trainer

H&R Block Account

AIG Building Northgate Cyberzone Filinvest Corporate City, Alabang, Muntinlupa

October 2020 – May 2021

- Efficiently managed 15-20 trainees while providing support and showcasing strong multitasking ability.

- Facilitated trainees' mock calls, assessments, and weekly coaching sessions.
- Prepared and sent End of Day report.

Concentrix

Team Leader Assistant

AT&T Directv Back Office

AIG Building Northgate Cyberzone Filinvest Corporate City,
Alabang, Muntinlupa

July 2020 – September 2020

- Efficiently managed performance evaluation for a team of 15-20 agents.
- Scheduled and facilitated coaching sessions, weekly and monthly huddles.

Concentrix

Coach

AT&T Directv Back Office

AIG Building Northgate Cyberzone Filinvest Corporate City,
Alabang, Muntinlupa

August 1, 2019 – July 2020

- Took over agent's calls and chats if it exceeded 10 minutes.
- Contacted customers regarding their pending escalations like bill issues, refund requests, and other complaints.
- Created presentations regarding process and product updates.

Concentrix

Back Office Executive

AT&T Directv Back Office

AIG Building Northgate Cyberzone Filinvest Corporate City,
Alabang, Muntinlupa

June 28, 2016 – July 31, 2019

- Handled 50 inbound and outbound calls from customers regarding their accounts.
- Engaged in chats with frontline agents to assist them with customer issues.
- Worked on 20 escalations per day from customers with disputes or complaints.

Teletch

Customer Service Representative

United Health Group Account

Level 2 and 3 Robinsons Place, Lipa City, Batangas

August 17, 2015 – May 9, 2016

- Handled 75 outbound calls from customers and the dental office with inquiries regarding dental insurance coverage.
- Collaborated with team members to improve service quality and customer satisfaction.
- Maintained detailed records of customer interactions and transactions.

SM Supermarket

Cashier

SM Lipa City

January 27, 2015 – June 20, 2015

- Responsible for ensuring a positive and friendly customer experience by accurately and efficiently performing checkout transactions, handling various forms of payment, and providing exceptional customer service.

TASK EXPERTISE

- Research
- Data Entry
- Scheduling
- Event Planning
- Calendar Management
- Inbox Management
- Meeting Support
- Travel Support
- Customer Service

PROFICIENCY IN TOOLS

- Notion
- Asana
- Slack
- Canva
- Google Sheets
- Google Slides
- Google Docs
- Google Calendar
- Google Mail
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft Teams
- Calendly
- 1Password
- Salesforce
- Zoom
- Nowsta
- JustCall

