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**RICHARD G. BONIFACIO**

*Unit 6355 Flora Vista, 345 Peacock Street*

*East Fairview, Quezon City 1118*

*E-mail :* *richard.g.bonifacio@gmail.com*

*Skype ID : richard.g.bonifacio*

*Home Phone : +63 961-8534*

*Mobile Phone : +63 9425092412*

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**WORK EXPERIENCES**

 **BALSAM INTERNATIONAL**

 *Online Reputation Management – Senior Analyst August 2015 to Present*

* Provide support to the manager in supervising the team to ensure that all tasks, deliverables and targets are met.
* Monitoring online reviews outside of brand, including the Better Business Bureau, Yelp, Complaints Board and others
* Improving and keeping a high brand reputation rating

 **CHOXI.COM INC *(formerly Nomorerack.com)***

 *Social Media and Online Reputation Manager (Freelancer) November 2012 to August 2015*

* Manages and monitors Social Media accounts such as Facebook, Twitter, Instagram and Youtube.
* Monitors performance of agents to ensure that quality customer service thru various social media accounts, email and online chat is given
* Handles complex customer complaints such as Better Business Bureau (BBB), Attorney General, Federal Trade Commission

 **DISTRIBUTED WEBSITE CORPORATION**

 *Account Manager (Independent Contractor) February 2012 to July 2012*

* Provide quality online customer support to institutional clients all over the U.S.
* Ensure that new and existing clients are satisfied with the program they purchased

**NCR SINGAPORE PTE LTD**

 *Incident Management Officer November 2010 to March 2011*

* Allocates work order to field engineers to ensure service level agreement with corporate clients are met
* Liaise with other departments and third party contractors to ensure clients’ operations are not compromised

**ADECCO PERSONNEL PTE LTD *(Singapore)***

 *Phone Banking Officer for ANZ Bank September 2009 to October 2010*

* Handles client enquiries and requests pertaining to their bank accounts and other products & services offered by the bank
* Coordinate with other department heads for approval of special handling requests of bank clients
* Ensured knowledge is up-to-date by participating in individual and team trainings and meetings and reading the information posted in the Call Centre’s Knowledge Management System (KMS)
* Assisted Phone Banking Centre by reporting issues found in our Customer Relationship Management (CRM) Software and other bank systems

#### UNITED OVERSEAS BANK LTD *(Singapore)*

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 *Customer Service – Senior Officer October 2007 to June 2009*

* Resolved customer complaints and problems to the satisfaction of the customer
* Used customer service and sales skills to optimize the opportunity of each customer contact
* Configured bank softwares such as CARDPAC and AS400 for team mates
* Assisted clients in navigating bank’s internet banking website and setting up their personal internet banking accounts
* Entered customer data and other relevant information into the Customer Relationship Management Software (CRMS)

#### ACCENTURE INC*. (Philippines)*

 *Technical Support-Helpdesk October 2006 to October 2007*

* Assisted clients on all DSL and internet connectivity problems
* Provided customers assistance in setting up Wi-Fi Networks for home or small offices
* Troubleshoot customers’ PC, from hardware to software problems
* Helped clients configure email accounts

#### ONE GLOBAL CONTACT CENTER

 *Fulfillment Team Leader June 2001 to September 2006*

* Conducts daily monitoring of the tasks delegated to each Fulfillment Officer on duty
* Prepares agenda for team meetings and weekly schedule of the entire department

- Conducts quarterly evaluation and monitoring of performance of team members

- Seeks adequate information and total support solutions to external and internal customers

* Performs more on decision-making and track orders from the initial placement to supplier, to warehouse and to deliveries

**SPECTRUM ELECTRONIC APPLICATION CORPORATION**

 *Accounts Manager April 1999 to August 1999*

* Achieve a sales target of Php 5.4 million per quarter. Conduct at least 25 client calls per week.
* Prepare, analyze, and negotiate proposals with the company to come up with the best offer that will suit client needs.
* Submit a minimum of 100 fully accomplished database report per week with the name of key persons, the present system used, and other strategic information needed by the company.

**PHILCOPY CORPORATION**

 *Account Executive June 1998 to February 1999*

* Achieve sales target in relation to budget given by top management
* Conduct a minimum of 120 personal client calls/visits per month with a minimum target of 20 full presentations with prospective clients per week with the end in view of achieving 300 points per month
* Ensure broad and extensive coverage and penetration of the market by systematically calling on all companies as assigned in the hit list and by conducting presentation to various user groups

**PHILIPPINE WIRELESS, INC. (*Pocketbell*)**

## Field Sales Executive-Direct Marketing December 1997 to June 1998

* Recommends on a continuing basis improved strategies and techniques of sales and promotions
* Investigates and provides information on competitive activities encountered either directly or indirectly in the marketplace
* Utilizes personal effectiveness and professional confidence in developing strong business relationships with the market

# EDUCATIONAL BACKGROUND

 **College:**

### 1997 Bachelor of Science in Business Administration, Major in Marketing

### Philippine School of Business Administration

 Aurora Boulevard Cubao, Quezon City

**Short Courses Taken:**

**2002 Computer Systems Design and Programming**

AMA Computer Learning Center

Aurora Boulevard corner EDSA Cubao, Quezon City

**2000 Certified Internet Professional Program**

Informatics

SM Southmall Las Pinas City

***TRAININGS AND SEMINARS ATTENDED:***

**Supervisory Workshop**

E-Pacific Global Contact Center

May 2005

**Foundation Coaching Program**

United Overseas Bank of Singapore

November 22 to December 12, 2007

**Negosyo Basics Program**

Philippine Center for Entrepreneurship

July 29, 2011