

GIO NEIL LOBERIANO

DIGITAL MARKETING ASSOCIATE



SUMMARY

Experienced Marketing Associate with a demonstrated history of working in Customer Service, Online Marketing and Retail industry. A skilled and strong professional focusing on building himself and doing his best to contribute in the company.

EXPERIENCE

KIMSTORE ENTERPRISE CO.

DIGITAL MARKETING / BRAND ASSOCIATE
November 2019 – December 2020

Philippine's pioneer of e-commerce and online selling for Small-Medium Entrepreneurs with over 3-million Facebook and keep on providing quality yet affordable products.

- Managed all affiliated Social Media channels, growing 300% of total revenue from 2019 - 2020.
- Successfully executed brand's online growth by doing online live-streaming.
- Managed the retail store social media accounts and handles the visual merchandising projects.
- Provided analytical support in developing a competitive brand engagements by doing facebook ads.
- Handled all in-house brands that contributes a total of 60% of the total revenue.
- Produced compelling online contents for variety of channels including brand activation, blog posts, facebook, and website.
- Co-developed with marketing efforts and initiatives.
- Connected and worked with various online celebrities and influencers.
- Managed the customer service team to provide a better quality kind of service with a limited resources and man-power.

TELEPERFORMANCE PHILIPPINES

TECHNICAL SUPPORT REPRESENTATIVE

December 2018 – July 2019

Global leader in customer experience management and by connecting customers with the world's most successful companies.

- Receiving inbound calls relating to technical, product, services and customer issues.
- Building relationship with the customers and providing the best possible resolutions in a timely manner
- Troubleshoot customers mobile phones and remotely accessing their devices.
- Processing warranty claims.
- Supported the Trainees during their nesting phase.
- Nominated as a Nesting Ambassador.

EDUCATION

Bachelor of Arts in Communication

University of Caloocan City
2015 - 2019

SKILLS AND EXPERTISE

Social Media Management
Visual Merchandising
Brand Activation
Customer Service
Time Management
Active Listening
Critical Thinking
Active Listening
Team Player