



# DESIREE U. PARREÑAS

Motivated and dependable individual seeking a challenging position in a dynamic organization where I can contribute my skills, grow professionally, and add value through hard work, adaptability, and a strong work ethic.

## CONTACT



Banilad, Mandaue City,  
Cebu, Philippines



+639171388936



desubarra22@gmail.com

## EDUCATION

### TERTIARY

**Binalbagan Catholic College**

*Bachelor of Elementary Education*

S.Y. 2014 - 2018

### SECONDARY

**Binalbagan National High School**

S.Y. 2010 - 2014

### PRIMARY

**Paglaum Village Elementary School**

S.Y. 2004 - 2010

## SKILLS

- **Detail-oriented with strong data management skills**
- **Proficient in Excel and basic formulas**
- **Strong accuracy, attention to detail, and compliance with data privacy standards.**
- **Excellent communication, problem-solving, and cross-functional collaboration skills**
- **Workflow optimization and process improvement to enhance efficiency and reduce errors**

## RELEVANT EXPERIENCE

### Order Entry Supervisor

*(Uplift Global BPO)*

*April 2022 - February 2026*

- Led daily data-entry operations, guiding the team to consistently meet accuracy, quality, and turnaround time targets.
- Oversaw and analyzed Excel reports covering inputs, commissions, and performance metrics to support data-driven decision-making.
- Coordinated with internal teams and external partners to resolve commission issues promptly and maintain smooth operational workflows.
- Trained and supported new team members, strengthening team capability and elevating overall performance.
- Maintained strict compliance with data privacy standards, ensuring secure handling of sensitive and confidential information at all times.

### Lead Generation Specialist

*(The Telecom Group CallCenter Services)*

*October 2021- April 2022*

- Conducted outbound calls to prospective customers, introducing Comcast's products and services.
- Qualified leads, sent personalized quotations, and followed up to gauge interest.
- Provided additional information and answered questions to help customers make informed decisions.
- Coordinated with the sales team to send contracts for customers ready to proceed.
- Maintained accurate lead records and tracked customer interactions in CRM systems.

### Visa Officer

*(VFS Global)*

*September 2019 - March 2020*

- Supported applicants with visa processing for multiple countries by ensuring accurate documentation, embassy compliance, and excellent customer service.