Crystal Carolyn C. Cruz-Bautista

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E-mail: crystalcarolync@gmail.com

Education

College : AMA COMPUTER UNIVERSITY Sta. Cruz, Laguna
Course : Bachelor of Science Major in Psychology

Work History

BTX Logistic Coordinator - Task Master Group
Jan 2026 - Sep 2026
Coordinated freight pickups, deliveries, tracking, carrier communication, shipment documentation, ETAs, and delivery issues while providing timely operational support.

Seasonal Logistic Coordinator - Valoroo Philippines
July 2025- Jan 2026

❖ The Seasonal Logistics Coordinator supports daily logistics and supply chain operations during peak seasons. This role focuses on coordinating shipments, tracking deliveries, resolving issues, and ensuring timely and accurate movement of goods while maintaining strong communication with internal teams and external partners.

IDR Claims Manager- Claimo Australia
Sydney- Australia Jan 2025 - July 2025

❖ Managed Independent Dispute Resolution (IDR) insurance claims, ensuring timely, accurate, and compliant resolution in accordance with Australian insurance standards. Acted as a key liaison between claimants, insurers, and internal teams to drive fair outcomes and maintain high service quality.

Medical Receptionist to Sales Representative - Call Hero- (Part Time)
March 2024 - September 2024

❖ Started as a Remote Medical Receptionist supporting healthcare practices, then advanced to a Sales Representative role based on strong performance in patient engagement, appointment conversion, and revenue support. Combined patient care, administrative accuracy, and consultative sales skills in a fully remote environment.
Sales Manager (DNS management/Customer Service) Champion Web
Melbourne , Australia Oct 2023 to April 2024

❖ Led sales and customer service operations for web hosting and domain services, with

a strong focus on DNS management. Provided technical guidance to customers while driving sales growth, account retention, and high customer satisfaction.

Business Development Specialist in Sales and Social Media Buying
MSM Reporter March 2023 to Jan 20, 2024

❖ Drove business growth through strategic sales initiatives and social media media buying. Identified and developed new client opportunities, managed digital advertising campaigns, and leveraged data insights to optimize ad spend, increase conversions, and strengthen brand visibility across social platforms.

Customer Service Professionals - Citibank The Home Depot Credit Service -Concentrix May 2021 to Dec 2022

❖ Provided high-quality customer support for Citibank's The Home Depot Credit Services, assisting cardholders with account inquiries, billing concerns, and credit-related transactions. Delivered accurate, compliant, and customer-focused service in a fast-paced contact center environment while meeting performance and quality standards

POS Sales/ Collection Officer -Citibank-Concentrix
June 2020 - May 2021

❖ Handled point-of-sale (POS) credit sales and collections for Citibank accounts, supporting customers with credit applications, payment arrangements, and account resolution. Balanced sales targets with compliant collection practices while delivering professional and customer-focused service.

Fraud Identity Officer- Capital One -Concentrix
April 2019-June 2020

❖ Protected customer accounts by verifying identities and detecting fraudulent activities for Capital One. Investigated suspicious transactions, performed identity verification, and resolved fraud cases while ensuring compliance with security protocols and regulatory standards. Delivered accurate, confidential, and customer-focused support in a high-volume environment.

Funnel Officer - Center of Excellence Officer- Uber Victoria Australia
October 2016 - September 2018

❖ Managed and optimized Uber's operational and performance funnels, ensuring smooth processes and high-quality outcomes across driver and rider operations. Acted as
a Center of Excellence liaison by implementing best practices, analyzing performance metrics, and driving process improvements to enhance efficiency and service quality.

Customer Service/ Sales and Fault Manager - TalkTalk UK -Transcom Asia
November 2015 - September 2016

❖ Managed customer service, sales, and fault resolution operations for TalkTalk UK clients, ensuring high levels of customer satisfaction and operational efficiency. Oversaw inbound and outbound communications, resolved technical issues, and supported sales initiatives while maintaining quality and performance standards in a fast-paced contact center environment.

Head of Customer Service Department - Esquire Financing Inc
March 2015 to October 2015

❖ Led the Customer Service Department, overseeing all operations to ensure excellent client support, high customer satisfaction, and efficient resolution of inquiries and complaints. Developed and implemented service strategies, managed teams, and optimized processes to drive performance and business growth.

Marketing Officer and Executive HR Manager - Green Essence
May 2013 to February 2015

❖ Oversaw both marketing initiatives and human resources operations, driving brand growth and organizational efficiency. Managed marketing campaigns, social media strategies, and HR functions including recruitment, employee relations, and policy implementation to support company goals.

Customer Service and Billing Specialist- Telstra - Teletech
March 2012 to Sep 2012

❖ Provided high-quality customer support and billing services for Telstra clients, handling inquiries, account management, and billing concerns. Ensured accurate processing of payments, resolution of issues, and excellent customer experience in a fast-paced contact center environment.

Sales - Wells Fargo-Crishen Contact Solution
January 2012 to March 2012

❖ Drove sales and revenue growth for Wells Fargo products and services by engaging with clients, identifying their needs, and providing tailored financial solutions. Managed inbound and outbound communications, built client relationships, and ensured a high level of customer satisfaction while meeting sales targets.
Customer Service Team Leader / Liaison Officer II-PHSS -
SHELL PHILIPPINESShared Services (Asia)
Nov 2009 up to Dec 2011

❖ Led a customer service team while acting as a liaison between clients and internal departments for PHSS Shared Services in Asia. Ensured service quality, process compliance, and timely resolution of client inquiries, while coaching staff and maintaining strong communication channels across teams.

Customer Service Assistant Unit Manager/Sales Unit Manager -ACCESS WORLDWIDE/MBS TEK CO. /US Auto Part Phil.Inc (Company change names due to transition) 2006-Oct 2009

❖ Oversaw customer service and sales operations across multiple company transitions, ensuring seamless service delivery and consistent sales growth. Managed teams, coordinated processes, and maintained high standards of client satisfaction while adapting to organizational changes.

Painting Staff/Quality Control - ENKEI PHILIPPINES INC.
Canlubang, Laguna 2006

❖ Performed painting operations and quality control inspections in a manufacturing environment, ensuring products met company standards for finish, durability, and appearance. Maintained high safety and quality standards while supporting production efficiency.

Waitress / Receptionist to House Keeping
Harmel 'A' Cheska Sta,Cruz, Laguna 2004-2006

❖ Progressed from front-line hospitality roles to leading the housekeeping department, ensuring exceptional guest experiences and operational efficiency. Managed teams, coordinated daily operations, and maintained high standards of cleanliness, service, and safety.

CHARACTER REFERRENCES

Roselli Mallari : Valoroo roselli.mallari@valoroo.com -09774913599

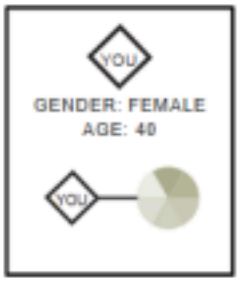
Rachel Rañosa -rachel.ranosa@reinasia.com-09774647006

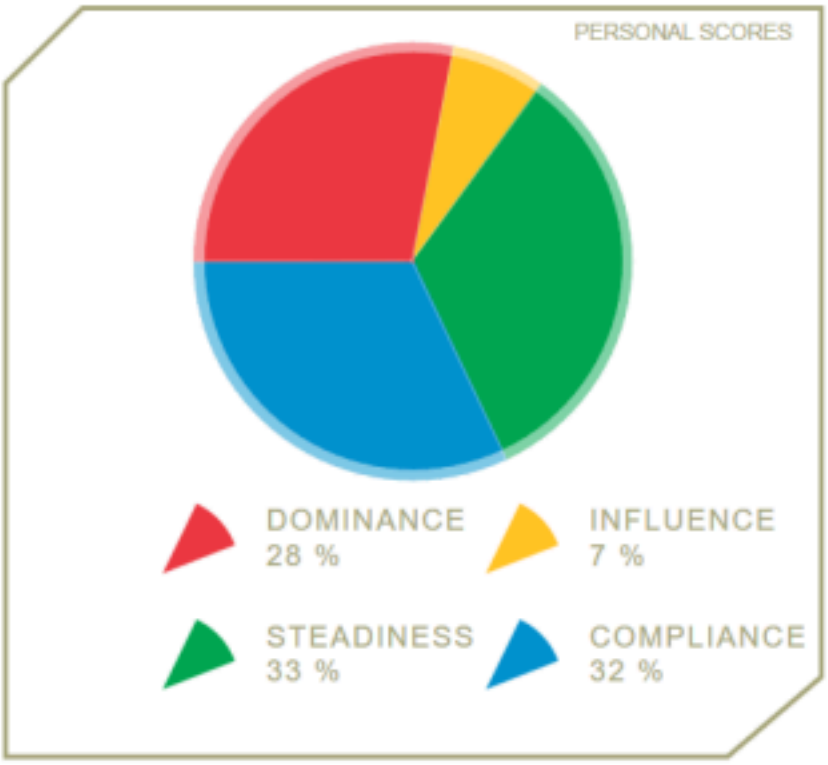
Mary Joice Adao Vocalan - vocalanmaryjoice@gmail.com- 09682329714

Crystal Carolyn Cruz-Bautista

Dominance, Influence.

Fig. 1
DISC SCORES





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DISC Personality Model

To help you understand the DISC model of personality here are definitions of the four factors measured.

	Dominance	Describes the way you deal with problems, assert yourself and control situations.
	Influence	Describes the way you deal with people, the way you communicate and relate to others.
	Steadiness	Describes your temperament - patience, persistence, and thoughtfulness
	Compliance	Describes how you approach and organize your activity, procedures and responsibilities.

Your DISC personality type

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Your unique sequence of scores characterizes you in a specific way. The positive impact you are likely to make on people is:

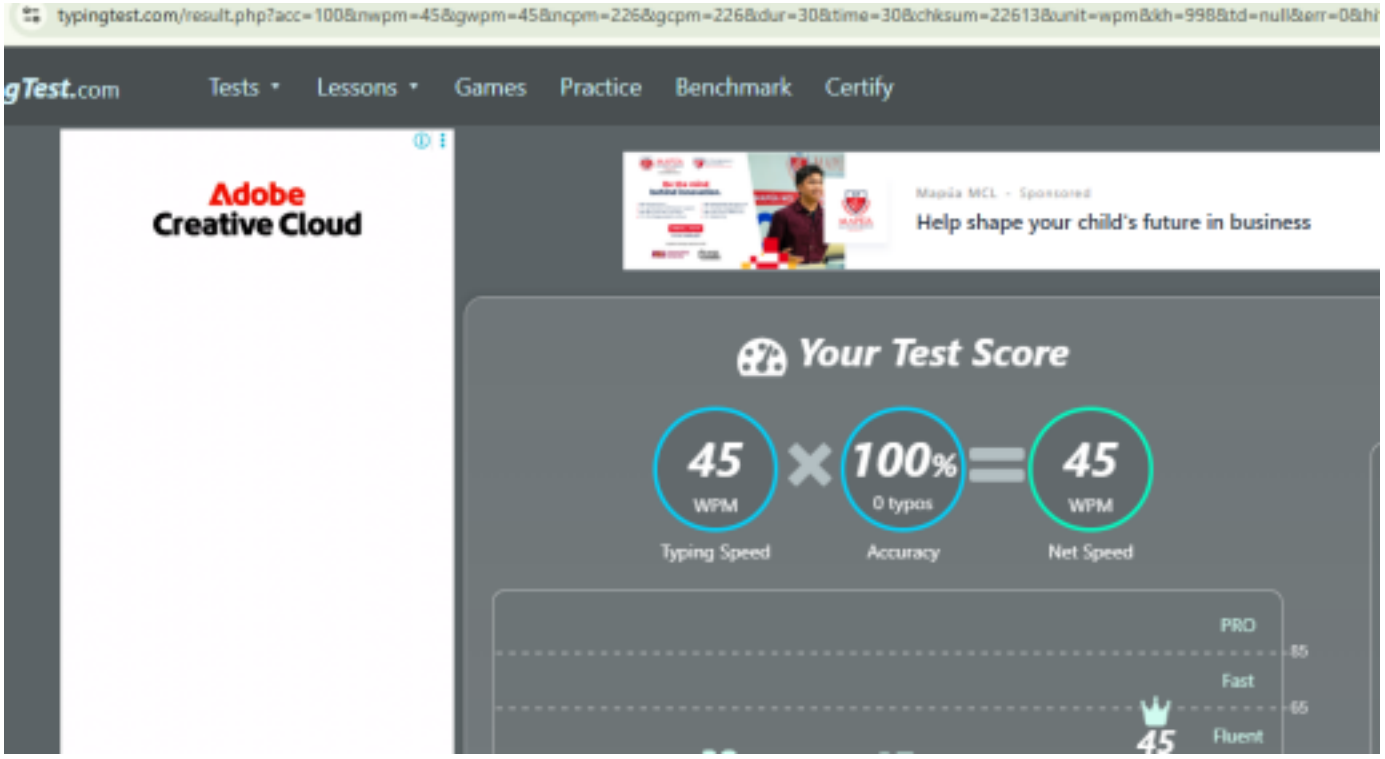
You are tenacious and determined to follow a course of action - to achieve objectives. You are a clear thinker. You have an inner need to be objective and analytical. You like to pursue a definite course of action. You respond to logic rather than emotion. You are likely to be particularly good at handling challenging technical assignments.

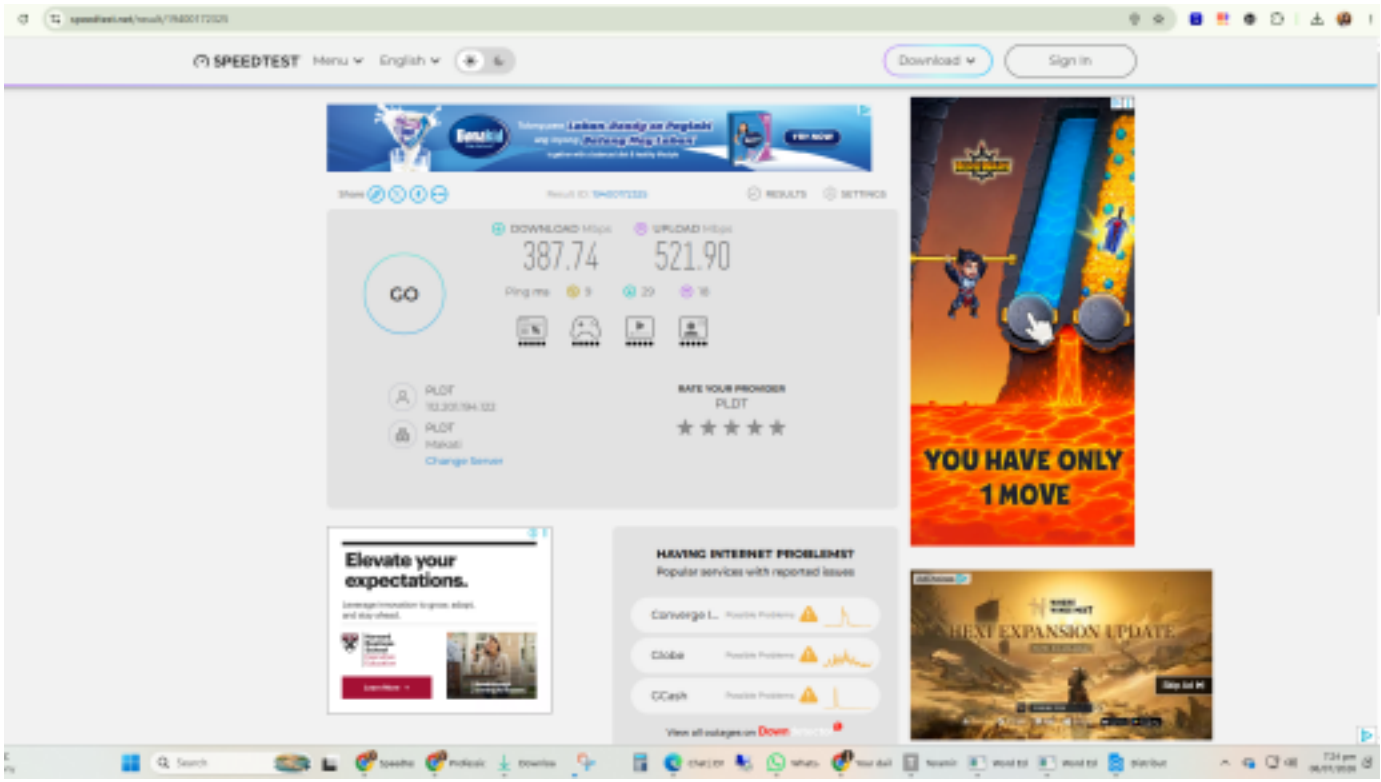
Your DISC work activities and typical jobs New

Based on the combination of your two most distinctive DISC factors, typical work activities and job titles can be identified. Below is a list of these work activities and job titles, with available job postings near you.

Careers combining Precision in tasks (C) and reliability (S)

- Medical Lab Technician
- Bookkeeper
- Administrative Assistant

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Change Server
RATE YOUR PROVIDER
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Elevate your expectations.
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Popular services with reported issues
Converge I...
Globe
GCash
YOU HAVE ONLY 1 MOVE
NEXT EXPANSION UPDATE