



DEBRA JANE CASERES

Administrative & Customer Support
Specialist | Operations & Dispatch
Coordination | CRM Management



09760941446



debrajane.caseres19@gmail.com



<https://daineecash.wixsite.com/>



Valencia City, Bukidnon 8709 PH

EDUCATION

Bachelor of Science in Biology
Central Mindanao University
2015–2019

ABOUT ME

A Customer Support and Administrative Specialist with experience in client relations, CRM management, and technician dispatching operations. I've worked in roles where clear communication, problem-solving, and organization were key to ensuring seamless service delivery. I excel at handling inquiries, dispatching field teams, managing schedules, maintaining efficient workflows, and supporting business operations remotely. If you're looking for a dedicated professional to enhance client satisfaction, streamline dispatch and administrative processes, and keep operations running smoothly—let's connect!

Experience

November 2023– December 2024

CPT Network Solutions | Illinois

Operations Support (Dispatching)

- Coordinated and dispatched technicians to project sites, ensuring timely scheduling and efficient resource allocation based on job requirements
- Managed technician check-ins and check-outs to track daily attendance, project start/end times, and job progress
- Monitored technician status throughout the day to adjust schedules as needed and resolve on-site delays or issues
- Served as the primary point of contact between technicians, clients, and internal teams to ensure seamless communication and project execution
- Handled administrative tasks including email management, responding to client inquiries, and organizing internal communications to support the team
- Maintained accurate records of assignments, technician logs, and project documentation using CRM and scheduling tools
- Updated internal calendars and scheduling boards to reflect real-time changes in technician availability and project timelines
- Assisted in troubleshooting and resolving technician or client concerns, escalating issues when necessary.

December 2022– November 2023

NuBrakes Inc. | Texas

Inside Sales Associate

- Initiate and maintain proactive communication with potential and existing customers.
- Respond to inquiries, provide information on brake repair services, and address customer concerns..
- Assist customers in scheduling brake repair services, providing accurate information and guidance.

October 2022– December 2022

NuBrakes Inc. | Texas

Operations Support Associate

- Handle inbound customer inquiries via phone and live chat with professionalism and empathy.
- Address customer concerns, troubleshoot problems, and provide effective solutions.

Experience

- Collaborate with the technical team to ensure timely and satisfactory issue resolution.
- Keep customers informed about the status of their service requests.
- Work closely with the sales and technical teams to ensure a cohesive customer experience.

October 2019– October 2022

Lendistry | California

Business Support | Sales Processor | Underwriter

- Review and analyze grant applications, ensuring completeness and accuracy of supporting documentation.
- Assess the financial health, creditworthiness, and eligibility of businesses applying for grants.
- Ensure compliance with company policies, regulatory guidelines, and industry standards.
- Stay informed about changes in grant regulations and adjust underwriting processes accordingly.
- Collaborate with applicants to gather additional information and clarify details.
- Provide clear and concise communication to internal teams and applicants regarding underwriting decisions.

References

Ivy Gomonit

Operations Support | CPT
Networks

Email : ivy.aivig@gmail.com

Brian Pham

Support Manager | NuBrakes

Email : brian.pham@nubreaks.com

Rachel Dapiroc

Business Support | Lendistry

Phone: +639263278321

Email : rachel.dapiroc@gmail.com