



JHON POUL

[Redacted contact information]

BUSINESSES SUFFERING FROM LOW CONVERSION. APPROACH ME, AND MY COMPELLING SALES FUNNEL COPY GENERATES HIGH-QUALITY LEADS THAT TURN YOUR BUSINESS INTO A NON-STOP CASH MACHINE

AWARDS

- Latin Honor Awardee: *Magna Cum Laude* - GWA 1.2892
- President's Lister (2019 - 2023)
- Registered and Certified Editor and Author/Writer at National Book Development Board (NBDB) (Oct. 23, 2023)
- Senior High School with Honor (2019)
- 2nd Runner Up, Mr. and Mr. Nutrition (2016)
- Top 3, Academic Award (Grade 9)
- Top 4, Academic Award (Grade 10)
- 1st Placer, International A&K Magazine Writing Competition (2020)

EXPERIENCE

SUBJECT MATTER EXPERT (SME) (2024)

On Sept. 2023, I was promoted as an SME to assist my supervisor and handle a team. I am assigned to (1) request and review information, (2) analyze data, report, and documentation, (3) assist and provide technical resolutions, (4) coach and supervise the agents, (5) create action plans and executions, (6) take over supervisor or manager call requests, and (7) scrub their CSATs and DSATs daily and weekly and provide feedback.

CUSTOMER CARE SPECIALIST (2022 - 2023)

Worked in for 1 year and 7 months as a Customer Care Specialist. Key responsibilities: Assist with customer inquiries and complaints about products and services, payments, charges, returns, etc.

CHAT SUPPORT SPECIALIST (2021 - 2022)

Worked in for 1 year as a Chat Support Specialist. Key responsibilities: Assist with customer inquiries about online orders, product questions, or issues in a live chat and email format using an online chat software system.

EDITORIAL ASSISTANT (Mar 2023 – June 2023)

Rendered 300 hours as Editorial Assistant Intern at in my senior year. Assigned to review, format, proofread (substantive and mechanical editing), and copyedit, manuscripts of writers from different universities. Collaborated with other editors and communicated with clients to identify and discuss their target and improvement of the manuscripts.

EDUCATION

(2019 - 2023)

Bachelor of Arts in English Language Studies

(2017 - 2019)

General Academic Strand (GAS) Senior High School

- Scholar [REDACTED] (2020)
- PANULAT: How to Make Sulat Writing Workshop, [REDACTED] (Oct. 15 – 15, 2020)
- Certificate of Participation in the year's essay writing competition, "Confronting Cultural Shifts and New Realities Through Language and Culture" (Dec. 21, 2020)
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- ABELSynched: The Gems and UCs' General Assembly (Transcendence: Healing Through Language) (Nov. 26, 2022)
- Participated in the FEU-IE-GSTE Series of Expert Talks (SET) 3 Special Lecture about "Language and the Miracle Creed by Dr. Noam Chomsky" (May 17, 2023)
- RESEARCH COLLOQUIUM 2023: Ascertaining Meaningful Impact as Outcomes of Systematic and Ethical Practices in Language and literature Research

LANGUAGES

English	(Advance)
Filipino	(Native)
Korean	(A1+ Cert)
Bahasa Indonesia	(A1+ Cert)

SKILLS

- Written & Oral Communication
- Computer Proficiency
- Active Listening
- Customer Support
- Microsoft Office Skills
- Proofreading/Copyediting
- Technical Writing Skills
- Business Writing Skills
- Creative Writing
- Content Writing

I write the following:

- Facebook ad copy
- Opt-in pages
- Google AdWords
- Sales pages
- Email sequences

CERTIFICATES

REGISTERED AND CERTIFIED EDITOR AND AUTHOR/WRITER AT NATIONAL BOOK DEVELOPMENT BOARD CERTIFICATE

[REDACTED] CERTIFICATE OF COMPLETION AS (EDITORIAL ASSISTANT)

Certificate of Participation in the year's essay writing competition, "Confronting Cultural Shifts and New Realities Through Language and Culture"

1st Placer, International A&K Magazine Writing Competition

A&K Magazine Article "Transgender Life in Thailand"

RESEARCH COLLOQUIUM 2023: Ascertaining Meaningful Impact as Outcomes of Systematic and Ethical Practices in Language and literature Research

Coffee Copywriting Course (Kurso.PH)