

PATRICK C. AMOGUIS

Quezon City, Metro Manila, Philippines, 1127 | pat.amoguis@gmail.com | Mobile +63 (947) 489-9313

Professional Summary:

Data Operations and Customer Support professional with over seven years of experience in data management, billing operations, quality assurance, CRM systems, and remote support. Proven ability to manage critical business processes, maintain data accuracy, and support executive stakeholders in fast paced environments.

WORK EXPERIENCES:

Boldr, Inc. (Pasig City, NCR, Philippines – Remote)

Senior Data Services Specialist

(Jul 2022 – Present)

- Selected as the dedicated operational support specialist for an HVAC AI platform, working directly with the CEO and Co-founder to support critical business operations.
- Independently manage billing workflows, invoice processing, data validation, reporting, and quality assurance activities while maintaining accuracy and accountability.
- Conduct pilot testing and proof of concept initiatives, identifying process improvements and supporting successful project implementation.
- Perform quality audits and collaborate with stakeholders to improve operational efficiency and data integrity.
- Support onboarding and knowledge sharing initiatives to maintain process consistency and quality standards.

Key Projects & Accounts:

- HVAC AI Service Platform – Billing Operations, Invoice Processing, Quality Assurance, Executive Support
- Healthcare Workforce Management Solutions – Temporary Workforce Analyst and Shift Lead
- Faculty Management Software – QA UI Testing, Data Migration, Quality Assurance
- Finance Revenue Monitoring Platform – Data Research, Data Validation, Reporting
- School Portrait Company – Data Entry and Quality Audit
- Baby Registry Platform – Content Editing
- Senior Living Operations – Lead Generation

Flex Specialist | Boldr, Inc

(Jun 2021 – Jul 2022)

- Supported multiple client accounts across customer support, data operations, research, and quality assurance functions.
- Adapted quickly to changing business requirements while maintaining productivity and accuracy across projects.
- Served as a key operational resource for special projects and team support initiatives.

Key Projects & Accounts:

- Entrepreneurship Community – Email and Chat Support
- Online Flower Retail Platform – Email Support
- Real Estate Software Company – Data Entry
- Non Profit Software Company – Lead Generation

Data Service Associate | Boldr, Inc

(Mar 2021 – Jun 2021)

- Performed data entry, data migration, enrichment, validation, and research activities for multiple client projects.
- Maintained data quality and consistency across various systems and databases.
- Supported lead generation and data management initiatives to improve the accuracy of client records.

Customer Advocate | Boldr, Inc

(Feb 2020 – Mar 2021)

- Delivered customer support through email and chat, resolving account, billing, and technical inquiries efficiently.
- Investigated customer concerns, escalated complex cases when appropriate, and ensured timely resolution.
- Maintained accurate customer records and documentation using CRM platforms.

Key Projects & Accounts:

- Online Ebook and Library Platform – Email Support
- School Scholarship Grants Program – Email Support
- Marketing AI Platform – Chat and Email Support
- Online Baby Products Store – Chat and Email Support

IntouchCX Philippines (Quezon City, NCR, Philippines – Onsite)

Customer Experience Associate

(Nov 2018 – Jan 2020)

- Provided customer support for a global ridesharing platform through email based channels.
- Assisted customers with account inquiries, service concerns, and refund requests while maintaining high service standards.
- Collaborated with internal teams to resolve issues and improve customer satisfaction.

Key Projects & Accounts:

- Ridesharing Platform – Email Support

SKILLS:

- **CRM & Business Systems**
 - Salesforce
 - Zendesk
 - Intercom
 - **Data & Research**
 - Data Entry
 - Data Migration
 - Data Validation
 - **Productivity Tools**
 - Google Workspace
 - Microsoft Office
 - Notion
 - **Communication Tools**
 - Slack
 - Gchat
 - Gmail
 - **Analytics & QA**
 - Quality Auditing
 - UI Testing
 - **Microsoft Excel & Google Sheets (Data Formula)**
 - VLOOKUP
 - XLOOKUP
 - Language: Proficient in English (Professional Communication)
 - Typing skills (55-60 wpm)
 - Ability to work independently in remote environments
- QuickBooks
 - Contentful
 - Metabase
 - Data Cleansing
 - Data Enrichment
 - Lead Generation
 - Monday.com
 - First Orion
 - Twilio
 - IF Functions
 - Basic Data Analysis

EDUCATIONAL BACKGROUND:

College - 2 years Course (Graduated)

Information Technology System

Gateways Institute of Science and Technology (June 2015 – Feb 2017)

Quezon City, Metro Manila, Philippines

High School (Graduated)

La Union National High School (June 2010 – Apr 2014)

Candijay, Bohol, Philippines