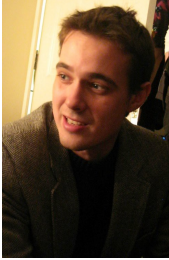


Charles M. Bowen Curriculum Vitae

Executive Summary:



Masters of International Business graduate with experience in Search Engine Optimisation, Web Design, Online and Face-to Face sales, Financial Services, strategic research and analysis, prospect monetizing, online marketing, and sales consulting.

Highly skilled in Verbal, and Written communications and motivating team members. A self-starting and entrepreneurial strategist who possesses a flair for innovative solutions with over ten years of profitable activity in online marketing and achieving excellence through persuasive Sales & Training presentations who brings a valuable basket of IT management and Staff development skills to the organization. Possessed of proven and well-honed skills in personal organization, front-office and back-office experience. Seeking to leverage excellent leadership skills, presentation abilities, technical background, and personal creativity into a long-term role.

Recent Professional Experience

Concentrix Business Solutions October 2015-Present

Manila, The Philippines.

- Operations Manager for Voice and Accent for a European Voice Account
- Created and Delivered Client Mandated Training Sessions to Senior Management, Team leaders, QA Staff, and Rank and File.
- Successfully improved the performance metrics within my contracted 6 week initial performance period.
- Responsible for delivering weekly and Monthly progress reports
- Utilised Microsoft office programs to create training content and reports.
- Ensured Compliance of Client-mandated performance metrics

Ocwen Loan Servicing September 2014-October 2015

Manila, The Philippines.

- Spanish-Language Customer Care representative for a major USA Mortgage services
- Floor Support Process Specialist responsible for providing process knowledge and Multilingual Voice and Accent support for 200+ Agents
- Ensured Compliance of English-Only, dress code, and monitored restricted materials on the

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operations floor.

- Consistent Leader in QA rankings.
- Consistently lead team in Compliance, stats, and other metrics.
- Proactive Stance on Assisting Supervisors and colleagues with achieving excellence in all areas.

One World Connections May 2014-September 2014

Manila, The Philippines

- Spanish-Language Customer Care representative for a major European Telecom account.
- Operated CRM software and tools to solve issues, documenting calls and answered queries
- Provided expert technical troubleshooting for a wide variety of mobile devices.
- Created and administered training portal www.owcforum.co.nr. Online, interactive training portal created to aid new hires get familiarised with company systems and policies. Created with linux-based cpanel, php, html, html5, and javascript programming languages.

Oracle CMS International, April 2013-March 2014

Manila, The Philippines. Customer Service Executive.

- Active on a variety of inbound customer and business support Services (The office had over 100 clients with agents on multiple queues including technical support, electronic and software sales, Logistics tracking, loan collections, and Government services focused on the Australian Market.
- Consistently took 100+ proper calls a day in addition to various other responsibilities.
- Designer, Publisher, and Moderator for the company's comprehensive online community and training service and Online, interactive training portal created to aid new hires familiarise with company systems and policies. Created with linux-based cpanel, php, html, html5, and javascript programming languages
- Utilised the Callscripter 4 CRM system, in the role of Administrator, QA, Workforce, Technical consultant, and Interactive Script designer.
- High level of activity operating and manipulating proprietary HTML, Java, and DOS based company and third-party IT systems.

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Beresford Trade LLC. January 2011 – Present.

Global. Commission-Based

- Consultancy Firm and International Trade Brokerage
- Facilitate deliverable international trades for major commodities including crude oil, consumer goods, and rice.
- website: www.beresfordtrade.com Also active on Alibaba.com and other online trade portals.
- Seek out and vet reliable suppliers of Global Commodities for deliverable trades.
- Solicit Buyers for said commodities, secure desired terms, and facilitate trade from origination of client to delivery of product.
- Analysing, vetting, and drafting Trade contracts under Incoterms 2000.
- Responsible for analysing, vetting, and drafting the wording of international financial instruments including Stand-by Letter of Credit (SLBC), Documentary Letter of Credit (DLC), Bank Credit Letter (BCL), and Irredeemable letter of credit, in preparation for financial instruments to close including MT 760, MT799, and MT103.
- Liaise with involved parties Banks to ensure success of transaction.

Freelance Web Designer and Online Marketer. January 2003-2014

Global. Affiliate Marketer, PPC Campaign Manager, Sales Copywriter. Freelance

- Gained proficiency in Wordpress web design and working familiarity with HTML, CSS, and PHP programming languages.
- Experience with Cpanel Linux-based Hosting control Panel, FTP management, and manipulating php tables
- Implemented and maintained a customer pre-sales and technical support system using support tickets, live chat, telephone, and email.
- Considerable Experience creating high-converting sales copywriting for a variety of affiliate sites.
- Earn revenue via Pay-Per-Click, Cost-Per-Action, and various affiliate and referral programs.
- Source organic internet traffic via SEO, Email campaigns, PPC and webmaster-direct advertising programs.
- Proficient in choosing profitable and effective internet keyword groups utilising both Google Adwords and advanced proprietary analytics software.

Freelance TEFL, SAT, and IELTS Tutor. January 2011- November 2012

Jakarta, Indonesia. Academic and Business English Instructor

- Certified as an instructor for TEFL, IELTS, and GMAT tutoring for Indonesian Market.

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- Class Sizes Ranging from one-on-one to over 30 Students.
- Students ranging from High-School Graduates to C-level Executives.
- Repeatedly demonstrated ability to aid students with limited understanding of English Culture and language become effective communicators for the Australian, British, and USA markets.
- Also operated successful business English motivational seminars with a focus es ranging from how to generate sales, provide customer service, and English-language business writing.
- Employed by various government agencies, schools, businesses, and private citizens.

Hermex Int'l. Currency Brokerage July 2010-November 2010

London, UK. Foreign Exchange Broker Internship.

- Assisted clients with foreign currency trades.
- Sourced and developed prospective clients, namely Financial Controllers, (USA equivalent is is company CFO), Business owners, and high net-worth individuals.
- Utilised the Spanish language frequently on calls.
- Engaged daily market analysis meetings.
- Performed research and analysis on economic trends that impact foreign currency markets.
- Specialized in Fundamental Analysis-based trading, but with a firm grounding in Technical Analysis.

BrandsMart U.S.A. May 2007-August 2008

Miami, USA Sales Associate Commission-based

- Opportunity to engage persons of diverse cultural backgrounds. Constant use of the Spanish Language during presentations.
- Key associate on the sales floor and additionally made frequent out-of-house sales presentation at prospects offices utilising Microsoft PowerPoint.
- Supervised up to 10 junior sales staff.
- Managed communication between clients, suppliers and colleagues during all stages of the sale.
- Multiple big-ticket sales of Enterprise-class CCTV hardware systems and installation consultations to private, corporate, and government clients both locally and throughout the Caribbean and South America.
- Recognized by colleagues for being exceptionally committed to seeing all tasks through to a

Charles M. Bowen Curriculum Vitae

successful completion.

- Active role in developing new displays, sales copywriting, and department layouts.

Education History

Hult International Business School, London, UK, September 2009-August 2010

Masters in International Business, GPA 3.0

Member, Hult Finance Club, Hult Consulting Club, Asian Business Club

Florida International University, Miami, FL, USA, September 2002-May 2006

Major in International Relations, GPA 2.7

Minor in Anthropology

Languages Spoken:

- *Native Fluency* in the **English** and **Spanish** Languages
- Elementary knowledge of **French, German, Italian, Latin,** and **Bahasa Indonesia.**