

CSR

Reschedule:

3/15/18

March 14, 2018 at 10:00pm

@ 9:00pm

"Eunice"



### EUNICE AMOR S. ALCEDERA

Windfields Subdivision, Consolacion, Cebu  
09569628690  
eunice.alcedera@gmail.com

chat support

position: Non-Voice

live  
with friends

Communication skills: 5.7/10

Salary expectation:

10M - 11M k/month

Start date:

Basic pay

ASAP

#### Profile

Dedicated, versatile professional motivated to maintain client's satisfaction and contribute to company success. Possess positivity and confidence, and fast learner who adapt easily to change of schedule, new fields and environment.

#### Personal Information

Birth Date: October 1, 1994

Place of Birth: Pasay City

Civil Status: Single

Religion: Roman Catholic

(23 years old)

M: Amartena Alcedera (HM)

F: Jogenio Alcedera (Retired Seaman) SPD: 52

1 sibling: (eldest)

ACC: 96

dyon...  
but know how  
to manage.

#### Education

Tertiary: Velez College 2011 - 2014

Bachelor of Science in Physical Therapy (3 yrs) UG - finance the family

19 years

Undergrad

#### Work History

Technical Service Representative, 09/2017 - 02/2018 (5 mos) acct. maint on cue, overstaffing

Convergys - Cebu City, Philippine

- Answer inquiries via live chat regarding existing accounts
- Make requested account changes
- Consult with customers to evaluate needs and determine best options
- Help customer on how to troubleshoot devices
- Consistently improve customer satisfaction through expert resolution of conflicts, issues and concerns.

Non-Voice Chat Support

overstaff hiring - terminated  
- remote: X-BOX

had some machine

Personal Assistant of the CEO, 03/2017 - 08/2017 (Owner of i company wanted to marry me) 7 months

Marine Heliport Solutions & Engineering - Dubai, UAE

- Supporting and assisting Chief Executive, ensuring that the CEO is up-to-date
- Dealing with calls and correspondence in behalf of the Chief Executive
- Writing memos, emails, letters, reports and applications as requested
- Attending and keeping accurate minutes at board meetings
- Ensuring appropriate documentation is recorded and filed
- Researching, filing and photocopying as required

ANOL  
didn't go back, broke for another job.  
communication skills?

Customer Service Representative, 11/2016 - 01/2017 (4 mos)

24/7 Philippines Inc. - Cebu City, Philippines Proj. Based.

- Receives customers requests by email
- Analyzes requests and provides information requested
- Researches the company site to dig for the solution of customer's inquiries
- Obtains and examines all relevant information to assess validity of complaints and to determine possible solution.
- Coordinates with supervisor in handling important client complaints.
- Responding politely and professionally to the customer inquiries via email and making sure that any problems have been resolved

work abroad  
decided to go Dubai so grab this opportunity

- Non-Voice Chat Support

No pending application in other company

single and  
no dependant

XBOX

No absence  
and no  
late

No absence  
and no  
late

**Skills**

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- Microsoft Word, Excel, Power Point & Outlook
- CSS, Oracle, Java
- Client Server, Tech Support
- Communication Skills (English, Filipino, Cebuano, Korean)
- Typing Skills (50 wpm)
- Customer Service Skills

**Training & Seminar**

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- First Aid & CPR Training
- Sign Language Training

**Character Reference**

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- Karl Abol  
Team Leader  
24/7 Philippines
- Tina Modequillo – 09992015904  
Team Leader  
Convergys
- Marigold Romarate - 09234682565  
Technical Coach  
Convergys