

- Give information to the customer about the services.

Qualfon Philippines Incorporated (July 2013 - April 20, 2014) (9 mos) *Trackphone Act. ; 12,500 (BP)*

- Customer Service Representative for 6 months and was advanced for another team *- low compensation; wasn't enough for a breadwinner*
Customer Retention Team for 3 months.

Convergys *career growth is unclear 'COMCAST' - 14K (BP) - 20K (Call-in)*

- Technical support Representative wherein we also handle Activation and discuss customers bill for inquiry and disputes. *almost 3 years (2 years & 8 months)*

- Floor Support to a New hires transition team and also part of the Escalation Team.

- Subject Matter Expert for more than a year. *April 2014 - December 2014*

Sykes *tech CSR 'ATNT prepaid' ; 15K (BP) -*

- Currently working as Trusted Advisor wherein we handle calls for customer service and discuss billing over the phone. *January 23, 2017 - July 30, 2018 (last day of work)*
July 30, 2018 (last day) - *no path for me to improve*

Achievements: *(1 yr & 6 mos) - account is decreasing 'pay it on hold'*

- Winner of the Battle of the Brain during our Foundation Day Celebration year 2011.
- Won various competitions at school and college level.
- Officer of various schools organization.
- Got a rate of "Very Good" in my On-Job-Training.
- During the training under Convergys, I have the highest average under the PST Training and was endorsed to Production as being top.
- Q4 Awardee.

claims that he was never absent nor late

Personal Details:

Birthdate: March 14, 1992

Language I can Speak and write: English, Tagalog, Visayan, Chavacano (Zamboanga City's dialect).

Educational Attainment:

Western Mindanao State University

Zamboanga City

Bachelor of Science in Computer Science Major in Computer Programming

→ Graduated

*CS: 5-4
 ES: 20k (negotiable) (CB)
 SD: after clearance I wish to go home. 1 week vacation on August (middle)
 depend on the offer
 Can start ASAP if in need here.*