

my nimb
CSR - non-voice/any

TOR CLIENTS
WPT. 9, 2018 12:00 AM

9/13/18



"Cris"

MR. CRESENTE R. DEBUAYAN = no dependents
Email: cres07awesome@gmail.com
Contact No: 09294064333 ✓
- "Guadalupe"

46

96

bread winner

Competitor,

26 y/o

ppo experience: 1 year & 10 months

WORK EXPERIENCE:

Microsoft XBOX Technical Support

(20k)
14k (BP)

Convergys Philippines J-Centre Mall Site
A.S. Fortuna Bakilid Mandaue City Cebu
October 29, 2016 - August 31, 2018 (1 yr & 10 mos)

environment changed
"x box"
It disappeared most of
metrics change; aut change
agents in e act.
resigned.
"wonderin' why people are resigning"

Overview:
1k-20k (AMM)

- Handles Customers technical, accounts and billing concerns through chat or a phone call.

HR - ASSOCIATE EMPLOYEE RELATIONS

Senior San Jose Franchising Corporation
March - September 2016

- needed more money (low compensation)
(6 mos)
R, on monthly

Overview:

- Monitoring employees performance, attendance, updating 201 files, and conduct investigation for erring employees and discharging disciplinary actions in accordance to company code of conduct.
- Conducts Orientation to newly hired employees.
- Coordinates company meeting in close collaboration with department heads.
- Monitoring of evaluation of every employee from rank in file to Mid-management.

HR - OFFICER EMPLOYEE RELATIONS

Metro Wear Inc 2
Lapu-Lapu City
November 2014 - March 2015

- decided not to renew my contract
"personal issue" • death threat

Overview:

- Takes responsibility in complying with the Company's Code of Conduct and Discipline.
- Coordinates grievance handling disputes as the need arises and ensure proper grievance handling procedure with a careful observance of the company code of discipline and in line with national legislation.

iPlay?
- wishes to grow here

short ty: get an EMS certificate
long ty: grow as an individual.

CS: 5.5
ES: 18-20k (All-1)
SD: ASAP

- Ensures that all incident reports will be handled and facilitated appropriately with proper observance on the two-notice rule to prevent labor cases.
- Handle investigation objectively and a humane atmosphere.
- Maintain a steady upkeep of all labor-related documentations and records for future reference and decision-making.
- Ensure to update demerits record of employees in the PAMS.
- Provides recommendations or suggestions to further strengthen employee and labor relations programs, policies and procedures to support organizational goals and requirements.
- Prepare statistical reports, using records of actions taken concerning grievances, arbitration/mediation cases and related labor relations activities, to identify problem areas.

Teaching ESL (Cebu Globalization Company)

January – September 2014

(Cemos)

failed to pass IELTS exam Probationary

- Teaching English Language to Korean, Japanese and Chinese.

EDUCATIONAL ATTAINMENT:

- ✓ **Elementary:** Tubod Elementary School
- ✓ **High School:** Dalaguete National High School
- ✓ **College Degree:** A.B - Philosophy: Rogationist Seminary College - Cebu "graduated"

OTHER PERSONAL DETAILS:

Current Address: 1257 V Rama Avenue Guadalupe Cebu City 6000 PH

Place of Birth : Tubod, Obong, Dalaguete Cebu 6022

Birth Date : March 10, 1992

Age : 26

Status : Single

Gender : Male

Nationality : Filipino

→ w/ his friend's family will be looking for boarding house.

M: Farmers (Dalaguete)

V: 7 (3rd)

1st: office in-charge (Feeds company)

2nd: unemployed

4th: "

5th: graduated teacher course (teacher)

with: unemployed

7th: 7th grade