

CSK - Non Voice  
referred: RICHARD MACAPAGAS

@10:00PM  
TOR OM/DM

9/19/18

"WIKI"

M: N7

P: Deceased

2 SIDS: YOUNGEST

1st: Policeman (MNL based)

**Nikko Zyro A. Camargo** - 26 years old  
Talibon, Bohol, Philippines / Guadalupe  
camargo42@yahoo.com | 09954490169

SP: 78

ACC: 96-2

**Objective**

- To work towards achieving the greater success in my career through hard work, consistency and the ability to work with others to achieve organizational goals, aims and objectives.

**Summary of Qualifications**

- Results oriented and patient at work
- Excellent communication, interpersonal and organizational skills
- Knowledgeable in all basic computer programs and troubleshooting skills
- Knowledge in basic Japanese language

CS: 5.5

ME: 18-20K  
All in

DA: Anytime

**Educational Background**

Southwestern University - GRADUATE  
Bachelor of Science in Information Technology  
Villa Aznar Urgello St., Cebu City  
2009 - 2013

why not your degree?

- Tried but unfortunately forgot how to do programming.

- In love being Call center

**Work Experience**

Convergys - 2 years → 3 months (Acct: Microsoft)  
Technical Support Specialist - left Dec. full effort was not appreciated. Service Agent/giving customer  
September 2013 - December 2015 for 2 years in service (20K All in)

- Handled Microsoft Office and Windows problem through chat
- Remote access customer's computer for advance troubleshooting
- Create case reports for documentation/data

- Went to Bohol to look over their house and do home-based job (Dec. 2015 to Sept 2016)

Conduent Business Services Philippines, Inc.

Customer Care Team Coach - chat support (3 months) promoted as Team Coach  
September 2016 - April 2018 - 1 year → 7 months (Acct: Verizon)  
(21K All in)

- Evaluate improvements on assigned agents
- Create audit reports on agent performance - left bec. of family matters
- Provide real time assistance to the team assigned
- Handles customer escalations

APRIL 2018 - PRESENT → Took care house in Boston

iPloy?

- company was great according to Richard

**Character References:**

**Michael Angelo Chan**

Client Services Manager –Virtual Business Partners

Contact number: 09219936169

**Zaldy Mari Riconalla**

Team Leader - Conduent Business Services Philippines, Inc.

Contact number: 09165288426

**RafihDisomimba**

Service Manager–QBE GSSC Cebu

Contact number: 09052309088