

OSR voice / non-voice

Referred by: Richard Macapanan

Resubmitted for DM/DM
10/12/18 @ 10PM

10/09/18

10:00 PM



^u Elvin rae C. sabal

Lupa Sapangdaku, Cebu City

Contact Number: +639985505813, (032)461-4451

Email Address: elrae18@yahoo.com

near Guadalupe
35-45 mins commute
20-30 net pay

OBJECTIVE:

To obtain a position in your company where I can maximize my skills in the field of Business Process Outsourcing. Also looking forward in making a career in this company.

SUMMARY:

Having experienced in the BPO industry for roughly 4 years, ability to multitask, prioritize and work well under pressure, with minimal or no supervision

wife works as a saleslady
10-9

6 yrs. Married w/ 3 kids - 12 y.o. mother in law
all girls - 3 takes care
- 1

WORK EXPERIENCE:

Net cafe - 4 years

Aegis People Support (March 2013 – September 2014) 1 year 6 mos

Resigned because opened i-net cafe

Customer Service Specialist – Handling calls from customers about their concerns and issues for the ticket they've purchase from the Travel Agency I am working with. *Orbita (competitor of Expedia)*

Convergys (May 2015 – ^{July} March 2016) 1 yr 2 mos

went back

Technical Support Representative – Handling calls from customers who have technical issues and concerns about High Speed internet connection in order to provide long term resolution. *Time Warner*

Resigned because of self-esteem, night shift

Telstra (August 2016 – April 2018)

Customer Service/Technical Support – Handling calls from customers who have concerns and issues and are about to disconnect their TV Entertainment subscription. *day shift (Australia)*

laid off 'cse of mass layoff (Fox Tel)

*available 17-18k Allin
↳ ES: 16k BP*

SKILLS:

*(wants to yeast / looking to be promoted by the 1st year)
(to stay long around)*

SD: ASAP

Ability to learn fast.- Tolerant and flexible to different situations.- Problem analysis, use of judgment and ability to solve problems efficiently.- Keen Sense of Detail- Computer Hardware & application; Software Trouble Shooting

strengths

- gets along well w/ others

weaknesses

- family

Attendance

- absent if kids are sick

- late sometimes

graveyard? ok

SP: 47

Acc 98-2%

BPO?
- high salary

iPlay?
- new company
- stable company
- in good standing

PERSONAL INFORMATION:

Date of Birth January 12, 1984 *34 years old*
Place of Birth Cebu City
Gender Male
Civil Status Single
Religion Roman Catholic
Nationality Filipino
SSS Number *xx* 06 - 2386152 - 9

EDUCATIONAL BACKGROUND:

College Bachelor of Science in Computer Engineering
Cebu Institute of Technology
N. Bacalso Avenue, Cebu City *no plans in pursuing*
2001 - 2005 (Undergraduate)

REFERENCE:

Eng'r. Teresa S. Prieto Civil Engineering Instructor
Cebu Institute of Technology
Contact Number: (032) 264-5098

Eng'r. Esquerlon Prieto Besavilla Review Center Instructor
Besavilla Review Center
Contact Number: (032) 264-5098