

## EMPLOYMENT HISTORY

Company: KUDO SUPPORT INC.

Address: MEPZ 2, PUSOK, LAPU-LAPU CITY

Position: Workforce & Analytics

Inclusive Date: June 18, 2013 to April 19, 2014 - 10 months (Magic Jack)

Scope of Work:

- Was a tier-1 customer support agent for 6 months before handling Workforce & Analytics position.
- Responsible in monitoring online agents hourly.
- Daily reports to ensure each workstation of agents can be used properly.
- Responsible in generating and reporting daily agent's scores.
- Responsible in ensuring presence of each agents and also to track absences

- handled by our OM (Abe)

- low compensation (6k All in)

Company: Convergys

Address: i2 building, Asiatown IT Park, Lahug, Cebu City

Position: Tier-2 Technical Support

Inclusive Date: April 21, 2014 to July 13, 2015 - 1 year & 3 months (TWC)

Scope of Work:

- Was working with an Internet Service Provider and responsible in assisting their Customers about technical issues regarding their network connection that includes router's wireless connections, old hardwired modems and other customer's devices that can connect to the internet.

- got sick (pure voice support)

- infection in ears (2k All in)

COMPANY: PeoplePlusTech (Accenture)

Address: eBloc 2 building, Asiatown IT Park, Lahug, Cebu City

Position: Remote Desktop Specialist

Inclusive Date: August 24, 2015 to May 19, 2016 - 10 months (Best buy)

Scope of Work:

- Offers services to clients that includes virus removal, software troubleshooting and everything in fixing computer or laptop's issue which is done by remotely accessing client's PCs or Laptops.

- contractual

- 19k All in