

**COMPANY:** Convergys (now Concentrix)

**Address:** Jcentre Mall, Bakilid, Mandaue City

**Position:** Chat Support Representative (XBOX account)

**Inclusive Date:** June 2016 to December 30, 2018

**Scope of Work:**

- **Assisting and helping Xbox Customers through chat about their billing concerns, account issues, all technical issues with Customer's Xbox console and also repair/replacement concerns of Xbox consoles or Xbox accessories.**

*the account was getting more difficult*  
*- pure chat*  
*- starting to lose agent*  
*- 2 years & 6 months (xbox chat)*  
*- 1 & 1/2 All in*

**PERSONAL DATA**

**Age:** 28 yrs. Old

**Date of Birth:** March 8, 1990

**Sex:** Male

**Citizenship:** Filipino

**Religion:** R. Catholic

**Civil Status:** Single