

just a neighbor's suggestion  
CSR - voice

REGULARIZED

02/19/19

FOR 2ND INTERVIEW  
11:45 PM

# Curriculum Vitae

"Tony" Of  
**Anthony J. Sapnit**

601B Plaridel Street, Bgy. Alang-alang, Mandaue City 6014  
Mobile no.: 0915-165-62-05

50 years

- single  
- 2 kids 10yo  
5yo

## OBJECTIVE

TO BE ABLE TO WORK IN A COMPANY WHERE I CAN SHOW AND CONTRIBUTE MY KNOWLEDGE, AND WHERE PROFESSIONAL GROWTH IS ENCOURAGED.

## EMPLOYMENT RECORD

Abaco for 3 months

VALUELABS  
CEBU BUSINESS PARK  
IT TOWER 2  
AYALA, CEBU

Snap Fish

2 yrs 2 months

49  
97

MAY 30, 2016 – AUGUST 21, 2018

### CUSTOMER SERVICE AGENT

RFL: employees cost cutting

- ASSIGNED AT SNAPPISH ACCOUNT
- RESPONSIBLE FOR PHONE, EMAIL, AND CHAT SUPPORT
- ASSIST CUSTOMERS ON THEIR PROJECT CREATED ONLINE
- PROVIDE THE CUSTOMER'S THE STATUS ON THEIR ORDERS
- UPDATE CUSTOMER'S ON THE SHIPPING TIME FRAME FOR THEIR ORDERS
- RESUBMIT THE ORDERS NOT RECEIVED OR PRODUCTS WHICH ARE UNSATISFACTORY
- PROVIDE MERCHANDISE CREDIT FOR DAMAGED OR DEFECTIVE ORDERS WITH FREE SHIPPING

SE: 20K  
DA: ASAP

24/7 CUSTOMER PHILIPPINES INC. ✓  
EBLOCK 3

Time Warner

GEONSON ST., CEBU IT PARK  
AUGUST 18, 2014 – APRIL 7, 2016

1 yr 8 months

25K A1

### TECHNICAL SUPPORT REPRESENTATIVE

RFL: incentive

- ASSIGNED AT TIME WARNER CABLE FOR T2 HIGH SPEED DATA SERVICE
- RESPONSIBLE FOR TROUBLESHOOTING THE CUSTOMER'S INTERNET CONNECTION
- EXHAUST ALL TROUBLESHOOTING STEPS BEFORE SCHEDULING A TECHNICIAN TO CUSTOMER'S PREMISE

System: good feedback, wants to stay longer

**WIPRO**

CEBU BUSINESS PARK  
IT TOWER 1  
AYALA, CEBU

*1yr  
best buy: transferred to another account*

OCTOBER 04, 2013 - OCTOBER 07, 2014  
**CUSTOMER SERVICE REPRESENTATIVE**

- ASSIGNED AT BESTBUY ACCOUNT - GENERAL BACK OFFICE / AMBR
- RESPONSIBLE FOR RESPONDING TO EMAILS
- UPDATE CUSTOMERS ON THEIR SHIPPING DELIVERIES AND INFORMATION
- UPDATE CUSTOMERS ON THEIR WARRANTY ON THEIR APPLIANCES

**TRANSCOM WORLDWIDE**

FILINVEST BLDG.  
EDSA

*bpo  
amonthe*

OCTOBER 10, 2012 - FEBRUARY 16, 2013

*RFU: Relocated to Cebu*

**TECHNICAL SUPPORT REPRESENTATIVE**

- ASSIGNED AT COMCAST ACCOUNT
- RESPONSIBLE FOR BILLING, SALES, AND TECHNICAL SUPPORT FOR COMCAST CUSTOMERS FOR THEIR CABLE SERVICES

**UNLIMITED KTV**

*(Friend's business)*

BACLARAN, PARANAQUE CITY

APRIL 25, 2011 - AUGUST 30, 2012

*1yr*

**OFFICER - IN-CHARGE**

*RFU: From KTV to nude bars*

- RESPONSIBLE FOR THE WHOLE OPERATION OF THE ESTABLISHMENT AND PROVIDE CUSTOMER SERVICE TO VALUED GUEST AND CUSTOMERS OF THE COMPANY FOR ENTERTAINMENT PURPOSES

**AEGIS PEOPLE SUPPORT**

*amonthe 1yr*

COR. AYALA AVENUE AND BUENDIA, MAKATI CITY 2010 A1

APRIL 13, 2010 - JULY 12, 2011

**FINANCIAL ACCOUNT EXECUTIVE**

*RFU: transferred to Catiyaa*

- ASSIGNED AT SALLIE MAE ACCOUNT FOR STUDENT LOANS.
- RESPONSIBLE FOR PROVIDING SERVICING STUDENT LOANS FOR SALLIE MAE LIKE DEFERMENT AND FORBEARANCES.



**TELUS INTERNATIONAL PHILIPPINES**  
MARKET! MARKET! ✓  
TAGUIG CITY  
NOVEMBER 23, 2009 – MARCH 13, 2010  
**CUSTOMER INTERACTIVE AGENT**

*First BPO*

*1 month*

*APC. not regularized, did not hit metrics*

- ASSIGNED AT TELUS ADSL ACCOUNT
- RESPONSIBLE IN PROVIDING TECHNICAL SUPPORT AND BASIC TROUBLESHOOTING TO CUSTOMERS FOR ISSUES WITH THEIR INTERNET

**KALESA KAPE**

DR. A. SANTOS AVENUE, SUCAT, PARANAQUE CITY  
APRIL 01, 2004 – JUNE 30, 2008

**MANAGER**

- ENSURES CUSTOMERS AND VALUED CLIENTS ARE ENTERTAINED ESPECIALLY THE VIP.
- ENSURES THAT THE DINING AREA AND THE VIP AREA ARE ALWAYS CLEAN AND MAKING THE CUSTOMERS CONVENIENT AT ALL TIMES.
- ENSURING ORDERS OF THE CUSTOMERS ARE SERVED ON TIME.

**CHIN TAI TRADING**

DR. A. SANTOS AVENUE, SUCAT, PARANAQUE CITY  
JANUARY 08, 2003 – JULY 30, 2003

**SALES SUPERVISOR**

- SUPERVISE THE SALES TEAM ON SPECIFIC MARKET GOALS OF THE COMPANY.
- PROVIDE POSITIVE LEADS TO THE SALES TEAM THAT ENSURES INCOME FOR THE COMPANY.
- ASSERT FLEXIBILITY ON TERMS AND CONDITIONS TO THE SALES TEAM FOR THE CLIENTS FOR LONG TERM BUSINESS RELATIONS.
- UPDATE THE SALES TEAM ON A DAILY, WEEKLY, AND ON A MONTHLY BASIS ON THEIR PERFORMANCES OF THEIR SALES REPORT.

**CONTACT WORLD**

WYNSUM TOWER  
ORTIGAS, PASIG CITY  
SEPTEMBER 01, 2002 – NOVEMBER 30, 2002

**CALL CENTER AGENT**

- PROVIDES FINANCIAL CONSULTANCY TO OUTBOUND CLIENTS TO OVERSEE AND ENSURING THEIR INVESTMENT ARE SECURED WITH THE AFFILIATE COMPANY.
- ENCOURAGE OUTBOUND CLIENTS TO INVEST WITH THE AFFILIATE COMPANY TO ENJOY THE REWARDS OF THEIR INVESTMENT.

**STARSVENUE**

PASAY ROAD, MAKATI CITY

OCTOBER 01, 2000 – JUNE 30, 2002

**ASST. TO THE CHIEF OPERATION OFFICER**

- ASSIST THE CHIEF OPERATION OFFICER WITH THE COMPANY'S DAILY OPERATION.
- COORDINATE WITH THE EXECUTIVE CHEF WITH THE DAILY MENU TO BE INTRODUCED TO VALUED GUESTS AND CLIENTS.
- RESPONSIBLE FOR THE PAYROLL OF THE EMPLOYEES, PURCHASING AND STOCK INVENTORIES OF THE COMPANY.
- COORDINATE WITH THE DINING MANAGERS AND KITCHEN MANAGERS FOR THE CUSTOMERS TOTAL SATISFACTION OF THE SERVICES RENDERED BY THE MANAGEMENT AND STAFF OF THE COMPANY.

**POMICON INCORPORATED**

MAPAYAPA VILLAGE, QUEZON CITY

**ACCOUNT EXECUTIVE**

- RESPONSIBLE IN OVERSEEING THE MARKETING AND DISTRIBUTION OF IMPORTED LUBRICANTS FROM SAUDI ARABIA
- RESPONSIBLE IN SELECTING DEALERS BASED ON THEIR ASSET, FINANCIAL STABILITY, TERRITORY, AND THE CAPABILITY TO MARKET THE PRODUCT.

**SAUDI ARABIAN AIRLINES** *9 years*

JEDDAH, KINGDOM OF SAUDI ARABIA

*90K*

**TIS COMPUTER OPERATOR / MALE SECRETARY**

- ASSIGNED AT MAINTENANCE CONTROL CENTER TO PROVIDE TECHNICAL INFORMATION REGARDING THE WHOLE FLEET OF SAUDI ARABIAN AIRLINES (B747, L1011, A300, AND B737)
- SEND TELEX MESSAGES TO OTHER CO-CENTERS AND FLIGHT OPERATIONS FOR THE AIRCRAFTS TECHNICAL AND MAINTENANCE DESCREPANCIES BOTH DOMESTIC AND INTERNATIONAL ROUTES.
- PRINTED UPDATED TECHNICAL AND MAINTENANCE MATERIALS FOR DUTY MANAGER, AIRCRAFT-ON-GROUND DESK (AOG), AND MCC GENERAL MANAGER.
- ENCODE TECHNICAL OPERATIONS PLANNERS WITH AIRCRAFT ROUTES BOTH DOMESTIC AND INTERNATIONALLY.
- COORDINATE AND PROVIDE TECHNICAL INFORMATION TO SPECIALIST OF AIRFRAME, SYSTEMS, AVIONICS, CABIN, AND POWER PLANT FOR THEIR NON-ROUTINE AND MAINTENANCE COMPLIANCE



### EDUCATIONAL ATTAINMENT

1990	NATIONAL COLLEGE OF BUSINESS AND ARTS STA. MESA, METRO MANILA	<i>2 if the financial</i>
1986	BSBA – MANAGEMENT UNIVERSITY OF SAN CARLOS MANGO AVENUE, CEBU CITY	
1982	SECONDARY EDUCATIONS UNIVERSITY OF SAN CARLOS MANGO AVENUE, CEBU CITY PRIMARY EDUCATION	

### PERSONAL INFORMATION

NAME	:	ANTHONY J. SAPNIT
DATE OF BIRTH	:	JUNE 01, 1968
PLACE OF BIRTH	:	MANILA
AGE	:	50 YEARS OLD
CIVIL STATUS	:	SINGLE
CITIZENSHIP	:	FILIPINO
SSS NUMBER	:	06-1091281-8
TIN	:	132-148-477
PHILHEALTH	:	01-050887-2882
HDMF	:	1210-6501-1445