

Referred by: LUZLIE MONTECILLO

02/05/19

CSR Voice

VIZCAYNO, JULIUS IAN Q. (MR)

Bldg 7 unit 214 Urban Homes Tipolo Mandaue, Cebu
| +63 977 081 5283|
juiceviz24@gmail.com

32

96

EDUCATIONAL BACKGROUND

College of Lake County 2008-2010
Basic Courses | Automotive Courses
Grayslake, IL 60030

single, no dependent

M: Accountant

F: Dr.

2nd of 3 siblings

Wheeling High School 2000-2004
General Education
Wheeling, IL 60090

Nov 2015 - Sept 2017

- started bakery w/ cousin

- cousin paid him off to solely own business

WORK EXPERIENCE

July 2014 - October 2015 1yr 3 mos
CONVERGYS PHIL. INCORPORATED
12th floor I2 Bldg., I.T. Park,
Apas, Cebu City 6000 21 k

Sept 2017 - Feb 2019

- part times in Uncle's Funeral Homes

June 2018 onwards
doing hobbies

CUSTOMER SERVICE / TECHNICAL
SUPPORT REPRESENTATIVE

currently wants to start another business

Key Responsibilities: Time Warner

grew up in US and went back to PH
in 2013

- > Reported directly to the Team Leader
- > Assisted Team Leader in managing day to day operations of customer service team
- > Provided telephone and email support regarding cable, Internet and phone issues
- > Handled billing inquiries and managed billing disputes as well
- > Sold cable, Internet and phone services
- > Catered to customers in the State of California

*Recognitions received:

- December 21, 2014: Agent Achievement Award (Top Performer - Agent YTD CSAT Score of 92.81% Average CSAT Score)
- February 23, 2015 : Top Performer for Quarter 4 of 2014

Resigned. Planned to go back to school

22k #1
amenable ← ES = 20k BP

SD: ASAP

grand shift → ok

CS: 8/10

February 2014 – July 2014 *7 mos*
TELETECH HOLDINGS INC.
Oakridge IT Center,
880 A. S. Fortuna St.,
Mandaue City, 6014

Time Warner

TECHNICAL SUPPORT REPRESENTATIVE

*was transferred to another account
didn't like the schedule*

Key Responsibilities:

- > Reported directly to the Team Leader
- > Assisted Team Leader in managing day to day operations of customer service team
- > Provided telephone and email support regarding cable, Internet and phone issues
- > Handles billing inquiries and managed billing disputes as well
- > Sold cable, Internet and phone services
- > Catered to customers in the State of Hawaii

August 2013 – January 2014 *5 mos*
AUTHOR SOLUTIONS PHILIPPINES INC.
6th floor TGU Bldg.,
I.T. Park, Cebu City 6000

sales; didn't hit quota

SALES REPRESENTATIVE (PUBLISHING CONSULTANT)

Key Responsibilities:

- > Reported directly to the Team Leader
- > Assisted Team Leader in managing day to day operations of the Sales Team
- > Determined the right publishing package for the author while taking both financial and technical aspects into consideration
- > Assisted authors from the international market (UK and non-US clients) regarding manuscript handling
- > Assessed manuscripts through pre-content evaluation and proofreading
- > Handled author objections regarding publishing
- > Determined both short and long term goals for authors in preparation for their next publication
- > Documented call interaction and is subjected to the quality standards set by the company
- > Provided daily/weekly pipes for sale

August 2010 - January 2012
COSTCO WHOLESALE
25901 Riverwoods Rd.,
Mettawa, IL 60045

AUTOMOTIVE TECHNICIAN / FORK LIFT DRIVER /
MERCHANDISER

Key Responsibilities:

- > Reported directly to the Tire Manager and Store Manager
- > Sold automotive merchandise
- > In charge with automotive installation and repair
- > Responsible for loading/unloading and stocking pallets of merchandise

October 2009 - June 2010
JIFFY LUBE
Greenbay Road, Waukegan IL 60085

AUTOMOTIVE TECHNICIAN

Key Responsibilities:

- > Reported directly to the Store Supervisor
- > Responsible for general maintenance of vehicles (e.g. oil change, filter exchange, gasket cover replacements, tire rotation, light replacements)
- > Supervising the cleanliness and orderliness of rooms

**Referrals as requested*

Referred by: LIZLIE MONTECALVO (iPlay hiking) partner
090539/2651

02/05/19

* No - Possible attention and attendance issues 02/06/19 for Abe @ 12 MN

CLR - voice

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Part time Funeral Homes
in Uncle's A
Nov 2015 - Sept 2017
↳ started a baby shop w/ cousin
↳ cousin paid him off to solely
own the business

Sept 2017 - ~~Jan 2018~~ Feb 2019
↳ Part time in Uncle's Funeral Homes

June 2018 "hanging out", doing hobbies
savings is running low

currently wants to start another business

handworking, sociable, doesn't

willing to learn, be an asset to the company

RTL: planned to go back to school

plans to stay 1 or 2 years in iPlay

graveyard → ok

grew up in US
and went back in
the Phils in 2013

amenable - ES: 22k AI
20k BP
SD: ASAP
CS: 8/10

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