

CSR - non-voice (voice-oh)

03/06/19

Referred by:

* Yes for Ben

Ann Selin

"Alvin B. Villareal"

Tuyan, City of Naga, Cebu
alvinvillareal1109@yahoo.com
0915-757-6457

} live w/
parents

33

98

OBJECTIVE:

↳ 2 hours travel w/ traffic

To be an active instrument in the growth and success of the organization through the application of acquired knowledge and experiences.

PERSONAL INFORMATION:

Client 3/7/19

12:45 AM

Gender: Male
Age: 27 years old
Birth Date: November 09, 1991
Height: 5'3
Weight: 60kls.
Civil Status: Single w/o kids
Nationality: Filipino
Religion: Roman Catholic
Language Spoken: English, Filipino, Cebuano
Job Character: Hardworking and self-motivated
Father's Name: Aldin C. Villareal } retired
Mother's Name: Leslie B. Villareal

16, 052

youngest of 2 siblings

lowest 21k ← ES: 23k AI
20k BP

SD: ASAP

CS: 6/10

EDUCATIONAL BACKGROUND:

Tertiary Education 2010 - 2014
Bachelor of Science In Hospitality Management
University of San Jose - Recoletos
Magallanes St., Cebu City graduate

Secondary Education 2004 - 2008
Naga National High School
Poblacion Naga, Cebu

Primary Education 1998 - 2004
Tuyan Elementary School
Tuyan, City of Naga, Cebu

iPlay
- good feedback
- working environment is good
- fixed weekends off

SKILLS:

- Knowledge in computer software (MS Power Point, MS Word, MS Excel)
- Quick thinking, energetic and be able to work as a member of a team
- A clear voice and fluency in English

graveyard → ok

ACHIEVEMENTS:

- Commerce Dean's Lister
University of San Jose – Recoletos

WORK EXPERIENCE:

- 23k A1
24k BP • Customer Service Associate *Sprint*
Concentrix formerly CONVERGYS (July 2014 – January 2019) *4 yrs 6 mos*
R. Arcenas St, Cebu City, 6000 Cebu *Resigned. Looking for career growth*
- On-the-job Training
Crown Regency Hotel and Towers (November 2013 – January 2014)
Osmena Boulevard, Cebu City
- On-the-job Training
Alta Vista Golf and Country Club (November 2011 – January 2012)
Pardo Hills, Pardo Cebu City

Career growth

*didn't apply for a higher position because of incentives
cut down sales incentives recently*

liked management

March 7, 2019

Mr. Alvin B. Villareal
Tuyan, City of Naga, Cebu

Dear Mr. Villareal,

Congratulations!

iPloy Inc. is pleased to offer you the position as **CSR-Phone**. We expect you will impart your knowledge, skills and experience to your work.

Should you accept this job offer, per company policy you will be eligible to receive the following beginning on your hire date.

| | |
|---|----------------------|
| Basic Pay | Php16,000.00 |
| Allowance | Php2,400.00 |
| Estimated Night Shift Differential 10% of your hourly rate (10:00 PM to 6:00 AM) | Php1,600.00 |
| *Attendance Bonus (perfect attendance-no absent; no late) | Php1,000.00 |
| Potential Gross Monthly Compensation | Php 21,000.00 |

- 25K Sign-on Bonus (50% to be given on the 6th month-regularization and remaining 50%-hiring anniversary)
- Government mandated benefits – SSS, PHIC, HDMF with corresponding deduction for employee share.
- Work days from Mondays – Friday (unless specified by clients). A total of 40 work hours a week.

You will be hired on Probationary status for six (6) months period. Performance review will be conducted on the 3rd and 5th month of your employment with the company to check your suitability to the position. If your performance meets our standards, then you will be converted to regular status.

Furthermore, you will get a proportionate of (10 VL & 10 SL) within the year, NSD and HMO.

If you are amenable to this job offer, your hiring date will be on **March 11, 2019**.

iPloy Inc. through the Human Resources Department will provide you with a written employment contract and personally discuss with you full details of your employment.


Should you have any concerns regarding on the details of this offer, please feel free to ask.

Yours truly,


MARISHKA IRIS ARCILLA
HR Generalist

By signing and dating this letter below, I **Alvin B. Villareal**, accept this job offer as **CSR-Phone**, for iPloy Inc.

Conforme:


ALVIN B. VILLAREAL
Signature over printed name

Date: _____