

**August 2011 – October 2011**      **LWS Media**      *6 months - company shut down  
bangkrupsy*  
9F, Skyrise 2, Asiatown IT Park, Lahug      *21.5k (all in)*  
Cebu City 6000  
CSR (Customer Retention Representative)

**Duties and Responsibilities:**

- Provide correct information to customer's inquiries about the products and services of a search engine optimization service provider.
- Provide one – call resolution to customer's issue about their business' visibility online.
- Provide efficient service to customers according to the direct – company rules and guidelines.
- Help direct – company keep account by providing good customer service.

**June 2006 – September 2010**      **SSI Phils, Inc. (formerly Western Wats)**      *4 yrs 3 mos  
5 years      RPL  
- personal issue  
# project based  
19.5k BS*  
MEPZ 2, Basak, Lapu – Lapu City  
Market Researcher (Phone Interviewer)

**April 2004 – October 2004**      **Natasha – Cebu (Venturo Inc.)**  
North Reclamation Area, Cebu City 6000  
Order Processing Staff

**October 2003 – March 2004**      **SM Supermarket (SVI Super Value Inc)**  
North Reclamation Area, Cebu City 6000  
Check – out Lane Cashier

**February 2001 – August 2001**      **Cebu Suntech Manufacturing Corp.**  
Talisay City, Cebu  
Factory Worker (Sanding Operator)

**June 2000 – December 2000**      **KSS Phils., Inc.**  
Naga City, Cebu 6017  
Production Operator (Sorter Machine Operator)