

CSR - voice / non-voice

01/10/19

Referred by: Dennis Tanera
(workmate in Sykes)

Niña Ruthchie B. Antipuesto

Sacred Heart Village, San Isidro, Talisay City
Cebu, Philippines
0956-244-3455
ninaruthchie@gmail.com



56

95

OBJECTIVE:

To pursue the opportunity that will allow me to grow as an individual and to work in a highly respected company in a position where I can develop and utilize my skills, learn new things and prove my worth.

M: housewife brother in the breadwiner
F: unemployed youngest 5 siblings
 older sister passed away

PERSONAL BACKGROUND:

City Address: Sacred Heart Village, San Isidro, Talisay City
Provincial Address: Cebu
Birthdate: January 15, 1997 BPO?
Age: 21 years old - higher salary
Civil Status: Single

iPlog?
- location is good
- environment is good
- work-life balance

EDUCATIONAL ATTAINMENT:

College

main goal: help family, needs to earn,
help out niece's schooling

wants to be a
trainer in the
future

University of Southern Philippines Foundation

Salinas Drive, Lahug, Cebu City
Bachelor of Science in Information Technology

2018 undergrad pursue? yes, maybe 3 yrs from now

University of San Jose-Recoletos

Magallanes St, Cebu City, 6000
Bachelor of Science in Information Technology
Specialization: Web Application Development
2014-2016

amenable 20k AI
ES: 15k BP
SD: ASAP
CS: 5.5 / 10

graveyard → ok



Mina Ruthnie B. Antipuesto
Sacred Heart Village
Cebu Philippines
0988-244-3425
minaruthnie@gmail.com

OBJECTIVE:

I am a highly motivated and detail-oriented individual with a strong background in customer service and technical support. I am seeking a position where I can utilize my skills and contribute to the growth of the organization. I am a fast learner and a team player who is always willing to take on new challenges and responsibilities.

PERSONAL BACKGROUND:

Doc's Notes

- More than 1 year BPO experience
- CSR/TSR for a US education campaign
- CSR for a US telco campaign (chat support)
- Comm skills t.s/o
- Typing Results
Speed 56 wpm
Accuracy 98%

* For Ben

EDUCATIONAL ATTAINMENT:

College
University of Southern Philippines Foundation
Bachelor of Science in Information Technology
2018

Cebu Institute of Technology-University
Natalio B. Bacalso Ave, Cebu City, 6000 Cebu
Bachelor of Science in Information Technology
2013-2014

High School

St. Scholastica's Academy
Tabunok, Talisay City, Cebu
2009-2013

SKILLS:

- Knows how to speak in English
- Computer Literate
- Efficient in Microsoft Applications such as MS Word and MS Excel
- Has good Communication Skills
- Knowledgeable in Web Developing/Designing through PHP, HTML, and CSS.

RELATED EXPERIENCE:

Internship

Cloud Employee
Level 8, SkyRise 3, IT Park, Apas, Cebu City
Cebu, Philippines

Work Experience

Technical Support Representative

*May 2018 onwards - took care of mom
mom has alopecia & depression
mother is going abroad to the US
may go abroad after 5 year*

20k AI Sykes Asia, Inc.
4/F Synergis Building F. Cabahug Street, Mabolo, Cebu City
15k BP Cebu, Philippines *Pearson Education*
November, 2016 – May, 2017 *6 months contractual*

Customer Service Representative

18k AI Sykes Asia, Inc. *Frontier*
4/F Synergis Building F. Cabahug Street, Mabolo, Cebu City
15k BP Cebu, Philippines
April, 2017 – May, 2018 *1 year 1 month*

*2-3 times lates for
but no lates in other months* *account unstable. Resigned.
employees were transferred to other account*