

CSR - non voice/back office  
REF - Mary Rose Sadoro  
night shift

12:00 AM  
AM

5/7/19

Delif  
**JANJAN D. ROSALES** 29 40 1 dep  
4 years old

249 Villa Mangga Bulacao, Cebu City **09954017142** jann2xrosales@gmail.com

- hard working
- dedicated
- be an asset

cebu doctors (private)  
w/ gf

35  
95

ES - 5.5  
ES - 20k all in  
DA - ASAP

**SUMMARY**

Dedicated Technical Support and Customer Service Representative with skills and experience in both fields.

**WORK EXPERIENCE**

**E-buying Representative** 2 years (no act) 15k (all in) + commissions  
Impro Worldwide Services, Inc. 8<sup>th</sup> flr GAGFA Tower F. Cabahug St. CC  
Apr 2017 – Mar 2019 RFL - missed BDO  
We buy any kinds of toners from eBay and store them in our warehouse for resell.

**Technical Support Representative** 1 year 17k BS - 20k all in  
Sykes Asia Inc. [CenturyLink] Sykes, F. Cabahug St, Cebu City  
Mar 2016 – Mar 2017 RFL - look for diff. account  
Oversee technical service on four LOB's by helping customers to setup, use, troubleshoot or fix technical issues with their CenturyLink services and features which mainly include internet, phone and Cable TV.

**Customer Service Representative** 6 months 18k BS - 23k all in  
Eperformax Contact Centers and BPO [eBay] JY Square Lahug, CC  
Jun 2014 – Dec 2014 RFL - try to go to (ISP)  
In E2M (eBay to Member) Account Team, we handled accounts investigation, suspensions & restrictions.

**EDUCATION**

**Bachelor of Science in Information Technology** (2011-2014) 3rd year  
Asian College of Technology ✓ gf got pregnant

**PC Operations NC II** (2007)  
Technical Education and Skills Development Authority

**ADDITIONAL INFO**

Completed Global Communications Training at ePerformax Contact Centers and BPO Cebu.

**REFERENCE**

Sykes Asia Inc. Angelie Valencia (Team Leader) 09397419668	ePerformax Axl Leduna (Team Leader) 09674028227
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Impro Worldwide Services, Inc.  
Queenie Luz Samane (Asst. Manager)  
091772017391

1Play  
- weekends off  
- grow w/ the company

m - small business  
E -  
CS - 3rd rank  
youngest