

CSR preferred Lady Rose Dela Cruz voice  
myniko Pugales women of tomorrow must shift  
SWEET P. ABATAYO  
F Llamas St. Punta Princessa Cebu City  
Mobile Number: 0949-348-2168 w/cousins  
Email: rhydne@gmail.com

1:30 am  
om  
41  
96  
5/9/19

**WORK EXPERIENCED** family in Neg Occ. S: 4 oldest ES: 15K-16K  
M: housewife

**CONCENTRIX** E: retired military officer DA: ASAP  
12th Floor i3 Building Asiatown IT Park, Cebu City RFL: wanted to go back to call

**Back office Customer Support Specialist (February 2015-December 2018) Sprint** CS: J-S  
Responsibilities: 3 yrs. 10 ms. 17-5K all in  
➢ Verify discount eligibility of customers, process discounts, credits and rejects discount applications for a telecom account.  
➢ Answer product and discount queries from customers through email correspondence.  
➢ Handles Business Questions/Escalations from frontline representatives and from customers.

**SUPPORTSAVE SOLUTIONS**  
7th Flr Robinson Cybergate Fuente Osmeña Cebu City 12k basic  
13.5K All in  
**QA Analyst Team Lead (July 2012 - January 2015)** 2 yrs. Empower Energy RFL: underpaid  
Responsibilities: - was also influenced by friends.  
➢ Evaluates Third Party Verification calls both English and Spanish and make sure Third Party Verification Guidelines are followed at all times by assigned agents.  
➢ Provide feedbacks and coach verification agents for improvements.  
➢ Monitor and manage Third Party Verification queue.  
➢ Prepares daily reports and email directly to Client and Support Staffs  
➢ Orient the Third Party Verification team if there are changes in the script or updates from our client.  
➢ Train new third party verification agents.  
➢ Serves as buffer if needed by the queue.  
CSR (US Autoparts) 1 yr. Same Company

**EDUCATION**

**Computer System Servicing NCII (November 2017 - January 2018)** iPloy  
Bering Institute of Skills Training and Assessment Centre - great place to work  
Rm# 208, Conchita Building, Osmeña Boulevard Cebu City - will be last BPO company

**Computer System and Network Technology (January 2002 - April 2002)**  
AMA Computer College 4 sem.  
Maguikay Mandaue City

**Bachelor of Arts Major in English (June 2000 - October 2001)**  
Mount Carmel College Undergrad. 2 yrs. went to Cebu to work  
Escalante City Negros Occidental support siblings

**Proficiency Certificate in Computer Programming (June 1999 - March 2000)**  
Mount Carmel College  
Escalante City Negros Occidental