

MANIMO - CSR

9/17

ACTIVE

Jikey

Jake Joseph Misa Sumanting

025-B San Miguel St., Lorega San Miguel Cebu City
0922-558-8225
kejanrajophelian99@yahoo.com

2/10/17

10:00pm

Email interview

I. Objective:

- To obtain a position in your company to utilize my expertise in basic technical skills and basic customer service, as well

II. Summary of Skills:

- Strong Analytical, Decision-making and Interpersonal Skills
- Skilled in major relevant computer applications like MS Word, Excel and PowerPoint
- Proficient in Typing and Multi-Tasking Skills
- Well-versed in oral and written English
- Innovative, capable of initiating new or alternative way or resolution to any problem
- Knowledgeable in Leadership and Management Skills

III. Work Experiences:

Xerox Business Shared Services, Inc.
Customer Service Sr. Specialist
July 4, 2016 – January 5, 2017

phone, internet & cable
mos

Convergys Philippines Inc.
Customer Support Professional
November 6, 2014 – January 22, 2016

sprint
1 year, 2 mos

Sykes Asia, Inc.
Customer Service Representative/Trusted Advisor
February 10, 2014 – July 1, 2014

telecom account
5 mos

Qualfon Philippines, Inc.
Customer Service Representative
June 17, 2013 – January 17, 2014

also did tech support
7 mos

Barangay Lorega-San Miguel
Assistant Treasurer
September 25, 2012 – June 6, 2013

speed: 46 wpm

Cebu City Government
Barangay Environmental Officer (Lorega-San Miguel)
Summer Employment (May 2011-June 2011)

Accuracy: 94.6%

IV. Educational Attainment:

University of Cebu – Main Campus
Sanciangko St., Cebu City
Bachelor of Secondary Education major in Social Studies, Undergraduate

comm: 6/10