

Syralta

AICE BONIFACIO

2405 Saint Jude St. Mabolo Cebu City 6000
0926-230-1602
aice.bonifacio@gmail.com

} rent alone

EDUCATION

- 2004-2008 Palompon Institute of Technology
Bachelor of Science in Information Technology
- 2017-2018 Fil-Canadian Training and Development Center for Caregivers

EMPLOYMENT

2008- 2010 INNODATA XMLCONTENT FACTORY, INC. 2yrs 267/day
Production Associate

low salary

Job Description:

- Responsible for the execution of task in production such as encoding, data processing, editing, formatting, and other task necessary in the delivery of the product to the client.
- Studies and familiarizes oneself with project rules, specifications, and updates of the assigned task.
- Ensures that daily production output meets the quota and accuracy.
- Ensure that steps specified in the work instruction are allowed and in conformance to the specifications of the clients.

Skills Gained:

- Time management
- Able to finish tasks w/ less supervision
- Develop positive thoughts

~~22k AP~~
22k AI → amenable
20k BP → yes

2010- 2013 MLUILLIER FINANCIAL SERVICES 3yrs
Helpdesk

low salary

267/day

Job Description:

- Responsible for providing technical assistance and support related to computer systems, hardware, or software
- Responds to queries either in person or over the phone
- Train computer users

- Respond to email messages for clients seeking help
- Ask questions to determine nature of problem
- Walk customer through problem-solving process

Skills Gained:

- Able to deal w/ tough people and challenging issues
- Confidence and Trust
- Self-Determination

2013- 2018 CONVERGYS/CONCENTRIX

Technical Support Representative

Comcast 5 years 20-22k A1

Job Description:

level 1 to Advanced repair

- Handle customer inquiries telephonically
- Research required information using available resources
- Manage and resolve customers complaints
- Provide customers with product and service information
- Process orders
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary
- Document all call information according to standard operating procedures
- Assist w/ any technical issues related to cable, internet and phone

retired

company offered retirement package

Skills Gained:

- Stress management
- Develop patience
- Establish good relationship among other employees despite young age and beliefs

graveyard → ok

CHARACTER REFERENCES

Mr. Richard Estalilla
Convergys - Team Leader
0943-465-2441

2 sisters based in Leyte

middle child

M: housewife

F: electrician

Ms. Caryl Batad
Convergys - Team Leader
0917-506-9455

stable job to support youngest sister

Ms. Helen Villarin
Iploy-Documentation Specialist
0927-286-2901