

**Ma.Liza Traspe**  
Sitio Santa Maria Pusok Lapu-Lapu City, Cebu  
6015

**Contact Number:** +63 9756515357

**E-mail Address:** [carol.canyidiz@gmail.com](mailto:carol.canyidiz@gmail.com)



### **Objective**

To secure Employment with a Reputable Company, where I can utilize my skills and business background to the Maximum

### **Core Strength**

- Analytical Problem Solver
- Active Listening Skills
- Energetic Work Attitude
- Adaptive Team Player
- Customer Service
- Microsoft Office
- Attention to Detail
- Strong Organizational Skills
- Multi Task Management
- Telephone Skill

### **TOOLS**

- Avaya 1x
- Avaya
- Automated Computer- Aided Drafting/ Design
- IMS (IP Multimedia Subsystem)
- UMS (Unified Messaging Service)
- Targus
- iCare
- ACSR
- Stars
- Quick Connect
- Support Center
- Vision
- Interactive Troubleshooting Guide
- CSCentral

### **Work Experience**

#### **Qualfon Cebu**

From November 2012 until June 2014  
Skyrise 3 Qualfon Building, Asiatown  
I.T. Park Lahug Cebu City  
Cebu 6000 Philippines

#### **Customer Service Representative (Technical and Escalation)**

- Managed quality communication, customer support and product representation for each client.
- Guaranteed positive customer experiences and resolved all customer Customers.
- Cross-trained and provided back-up for other customer service representatives when needed.