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**CURRICULUM VITAE**  
**RONYL G. MIRAMON**

STIO C/PA, IRAMA ENGLIS  
CEBU CITY 6000

Age: **27 years old**  
Sex: **Male**  
Civil Status: **Single**  
Nationality: **Filipino**  
Religion: **Roman Catholic**  
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**Work Experience**

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**June 2017 – July 15, 2019**

**Sr. Customer Care Specialist**  
**CONDUENT**  
Skyrise Alpha Bldg. Cebu Business Park

- Customer support, Billing explanation and plan recommendation
- Assisting Customer's with billing concerns and providing options to lower the bills.
- Data Usage Analysis to provide the best plan possible.
- Provided outstanding customer satisfaction and hitting all metrics.
- Was endorsed as a mentor last March 2018.
- I was able to achieve rank 1 for the month of January 2018.
- I was assigned to do SME role, tasked to supporting new hires, and do coaching.
- Daily Audits for new hires Disconnection Audits and Negative Survey Analysis.