

**FRITZY C. FERNANDEZ**  
fritzy0316fernandez@gmail.com  
09151633538

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*Seeking a position where I would be able to provide the company's goal using my skills and knowledge in customer service.*

#### **PERSONAL INFORMATION**

Age:	20 years old
Birthdate:	March 16, 1999
Address:	Guiwanon, Bantayan, Cebu UCMA Village, Lahug, Cebu City
Religion:	Roman Catholic

#### **EDUCATIONAL BACKGROUND**

<b>June 2005- March 2011</b>	<b><u>Guiwanon Elementary School</u></b> Guiwanon, Bantayan, Cebu
<b>June 2011-March 2015</b>	<b><u>Saint Paul Academy</u></b> Bantayan, Cebu
<b>June 2015-March 2017</b>	<b><u>Bantayan Southern Institute</u></b> <b>Bachelor of Secondary Education- English</b> <b>Second Year Level</b> Binaobao, Bantayan, Cebu

#### **EMPLOYMENT HISTORY**

September **2017-April 2019**

**Technical Support Associate**  
**Customer Service Representative**  
**CONVERGYS/CONCENTRIX**  
**Asiatown IT Park, Apas, Cebu City**

July 2019 - December 2019

**Customer Service Representative**  
**TELEPERFORMANCE**  
**AsiatownITPark, Apas, CebuCity**

## SKILLS

**Computer Literate**

**Good Communication**

**Provide great service and needs of the people.**

## CHARACTER REFERENCE

Mara Erika Licardo

**09177990331**

**Former Trainer**

Concentrix Philippines

IT Park, Apas, Cebu City

Jessa Mae Culintas

**09773727024**

**Former Trainer**

Teledirect

HM Tower, IT Park, Apas, Cebu City