

1st app: @marpa
parted on

Guirit, Mardy Alfon

Alumnos Mambaling, Cebu City 6000

Phone Number: 09261772244

Email Address: marpalov@gmail.com

PERSONAL INFORMATION

Age: 24 years old

Place of Birth: Malaybalay City Bukidnon

Date of Birth: March 14, 1995

Mother: Marygen Armiro Alfon

Father: Joemary Nabasca Guirit

EDUCATION

- 2017, Bachelor of Arts in English Language, Bukidnon State University
Malaybalay City Bukidnon
- 2011, Bukidnon National High School
Malaybalay City Bukidnon
- 2007, Casinglot Elementary School
Casinglot Tagoloan Misamis Oriental, Cagayan de Oro City

AWARDS & CERTIFICATES

- Top Agent for the month of August 2019
- Best in Promotion Specific Sprint Seasonal Cebu
- Seminar on Language and Gender Sensitivity
- Qualitative Second Language Research
- Research Forum on Scientific Writing for Refereed Journal

WORK EXPERIENCE

- **June 2019 – December 2019, Concentrix**

Advisor I, Sales
IT Park, Lahug Cebu City
Basic Roles:

1. Floor Support/SME
2. Handle customer escalations and supp calls
3. Send emails and reports
4. Sprint Telesales Specialist

- **January 2018 – March 2019, Concentrix**

Advisor, Operations Advisor
Cubao, Quezon City, Metro Manila
Basic Roles:

1. Tier 2 Customer Care Specialist for travel account, Trip Advisor
2. Resolve customer concerns
3. Process refunds and escalations

*Re-profiled to Tier 2
1 yr & 2 mo
was regularized*

- **August 2017 – January 2018, Concentrix**

Customer Support Associate II
Eastwood CityWalk, Quezon City, Metro Manila
Basic Roles:

1. Sprint Telesales Specialist
2. Resolve customer concerns

*5 mo -
Sprint
Seasonal Act.
~~Part-time~~*

REFERENCES

Maria Fe Napa
Operations Manager, Concentrix
09568058140

Alisonn M. Entuna
Deputy Manager, Concentrix
09293426428

Ephraim Bardaje
Supervisor, Concentrix
09175370995