

Gilbert B. Terbio



terbiogb05@gmail.com



09617012662



Unit P5 #80 Monaco Street, Ciudad Grande 2 Subdivision, Pasig City, Manila



Highly motivated and results-driven professional with 6 years of experience in BPO (Business Process Outsourcing) Industry. Proven track record of success in Customer Service, Chat, Email and Technical Support. Strong problem-solving skills and ability to work in a fast-paced environment. Committed to providing exceptional customer service and exceeding expectations.

EDUCATION

Bachelor of Science in Information Technology
Diploma
Laguna State Polytechnic University
2011 - 2016

SKILLS | QUALIFICATIONS

- Advance knowledge in Computer Applications
- Troubleshooting (Desktop)
- Typing Skill (55-60 wpm)
- Website Creation
- Copywriting
- Graphic Design
- Functional Knowledge in Microsoft Office Tools (Microsoft Word, Microsoft PowerPoint, and Microsoft Excel)
- Good communication skills written and verbal (English & Filipino)
- Dedicated Individual
- Ability to advance to higher job levels with active efforts toward self-development and advancement.
- Exceptionally versatile and adaptability
- Exposed and interacted with a wide variety of personality.
- God fearing Man

PERSONAL INFORMATION

Date of Birth:	November 05, 1994
Place of Birth:	Los Baños, Laguna
Age:	28
Gender:	Male
Civil Status:	Single
Citizenship:	Filipino
Religion:	Christian

CHARACTER REFERENCE

Available upon request.

WORK EXPERIENCES | TRAININGS

Land Bank of the Philippines – U.P. Los Baños Branch On-the-Job Training

University of the Philippines Los Baños Campus
November 18, 2013 – February 15, 2014

Isuzu Philippines Corporation

On-the-Job Training

114 Technology Avenue, Laguna Technopark,
Binan Laguna 4024
November 16, 2015 – March 11, 2016

Avasia Information Systems Inc.

Data Encoder

5th Floor Bloomingdale Plaza, Kapitolyo, Pasig City, Metro Manila
1600, Philippines
Telephone #: 747 - 5371
May 16, 2016 – September 16, 2017

Accenture, Inc.

Technical Support Representative

Robinsons Cybergate Tower II, Pioneer St. Mandaluyong City,
Metro Manila, Philippines 1554
Telephone #: 580-5888
September 15, 2017 – September 3, 2019

Technical Support Fundamentals

Course Authorized by Google

Verify at: <https://coursera.org/verify/EU5MAZ4U5CCT>
May 30, 2021

Sykes Asia, Inc.

Customer Service Representative

Glorietta BPO 1 Office Tower, Makati City Philippines 1224
Telephone #: +63 2 8817 8781
December 2, 2019 – December 25, 2021

Concentrix Services Corporation

Technical Advisor I

8th Floor EXXA Tower, Bridgetowne Business Park,
Eulogio Rodriguez Jr. Ave, Quezon City Philippines 1110
8423-8700
January 10, 2022 - Present

Lean Six Sigma Yellow Belt Training Certification

CNX University

Certificate

December 5, 2022

Graphic Design, Copywriting, WordPress and Marketing

Online Course offered by Kursoph

Certificate

November 2022

I hereby certify that the foregoing information are true and correct to the best of my knowledge and ability.