



# VINCE ERIC ADEVA

## CONTACT

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## ABOUT

I am a fun, hard working creative who strives for excellence in everything I do. I'm an avid learner and seek to enhance the lives of everyone around me.

## SKILLS

- **Technical skills**
- **Social Media**
- **Graphic Design**
- **Office Systems**

## EDUCATION

### ASIAN COLLEGE OF TECHNOLOGY

- Information and Communication Technology (ICT)
- Senior Highschool

## WORK EXPERIENCE

### TECHNICAL SUPPORT ENGINEER

- CTC BPO (2023 - 2025)
  - Managed multiple concurrent support cases with precision and focus, resulting in a high rate of case closure within target timelines.
  - Maintained a high level of expertise on company products, ensuring accurate information was provided to customers at all times.

### QUALITY ASSURANCE ANALYST

- IRESPONSE BUSINESS SOLUTIONS INC. (2021-2023)
  - Monitored customer service calls to ensure quality standards are met
  - Identified areas for improvement and provided feedback to management