



# VINCE ERIC ADEVA

## CONTACT



51-L Bulacao Cebu City



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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.

## 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

## SKILLS

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

## EDUCATION

### ASIAN COLLEGE OF TECHNOLOGY

- Information and Communication Technology (ICT)
- Senior Highschool