



LORELIE D. CANETE

Computer Engineering Student

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📍 Sta.Ana, City of Manila

EDUCATION

Bachelor of Science in
Computer Engineering
(Undergraduate)

**Technological Institute of the
Philippines**

2023-Present

SKILLS

- Problem-Solving
- Team Collaboration
- Interpersonal Skills
- Communication Skills
- Software Skills
- Time Management and Organization

AWARDS

BSE Top Advisor I (Quarter III)

BSE Top Advisor II (Quarter IV)

Knowledge Base Master

REFERENCE

Janna Mae Barrameda
Quality Analyst

+63 928 719 1877

jannamae.barrameda@concentrix.com

About Me

I'm a results-driven Advisor I who is passionate about delivering outstanding email support to our customers. I take pride in being responsive, knowledgeable, and proactive in addressing their needs and concerns through email.

WORK EXPERIENCE

June 2017 - December 2017
Department of Trade and Industry (Makati City)

Encoder

- Converting data from one format to another.
- Detecting and correcting errors that occur with data transmission or storage.
- Assisting supervisors in various tasks.

December 2020 - June 2021
Alorica (Quezon Ave,Diliman, Quezon City)

Customer Service

- Respond to customer inquiries and resolve issues via phone call.
- Provide account information, transaction details, and payment history.
- Assist with credit card applications, approvals, and declines.

July 2021 - June 2022
Alorica (Quezon Ave,Diliman, Quezon City)

Escalation Desk / Team Leader

- Handle customer complaints and concerns in a professional manner.
- Offer solutions and alternatives to meet customer needs.
- Collaborated with internal teams to resolve complex issues.
- Perform inbound / Outbound calls for customers.

June 2022 - December 2022
Concentrix (Rufino St, Makati City)

Advisor I, Customer Service

- Troubleshoot technical issues related to Facebook's advertising platforms, including errors, bugs, and compatibility issues.
- Respond to issues related to Facebook's advertising platforms, including Business Manager, Ads Manager, and Pages.