

# ALVIN SUANCO

8E TINAGAN STREET BRGY. SAN JOSE QUEZON CITY

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## WORK EXPERIENCE

- **TEAM LEADER**  
**CURO TEKNIKA INC.**  
MARCH 2016 – JULY 2018
  - Managed and organized the distribution of sales for validation
  - Monitored and kept all sales status in the system updated
  - Handled emails for updates, requests, and follow-up concerns
  - Produced EOD and MTD reports
- **CLIENT SUPPORT SPECIALIST (OIC)**  
**CURO TEKNIKA INC.**  
APRIL 2014 – MARCH 2016
  - Successfully assisted subscribers requesting for disconnection, and migration of PLDT accounts
  - Managed and organized the distribution of tasks
  - Produced daily *end of the day* reports
- **CLIENT SUPPORT ASSOCIATE**  
**SMART COMMUNICATIONS INC.**  
JULY 2013 – APRIL 2014
  - Implemented *questioning and listening skills* that support effective telephone communication
  - Implemented proper telephone etiquette to pacify various customer situations
  - Effectively dealt with irate callers, and upset customers
  - Produced daily *end of the day* report
- **OFFICER/STAFF STEWARD**  
**MAGSAYSAY MARITIME CORPORATION**  
AUGUST 2011 – MAY 2012
  - Prepared, served, and oversaw food in buffet style
  - Monitored the quality of the foods
  - Managed inventories (all the items needed for the mess rooms & machine)
- **WAITER; BARISTA**  
**TSOKO.NUT BATIROL**  
DECEMBER 2010 – MAY 2011
  - Fulfilled customers' orders
  - Prepared and served food & drinks
  - Kept the store clean and hygienic
  - Managed inventories (products, items, and machines for the store)

## EDUCATION

- **BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT**  
**SOUTHEAST ASIAN COLLEGE, INC.**  
6 N. RAMIREZ ST., QUEZON CITY  
2005 – 2009

## CHARACTER REFERENCES

**TRISTAN JAY MANAOG**  
TEAM LEADER - PLDT HOME VAS SO CARE  
CURO TEKNIKA INC.  
+63 998 567 8421

**EVAN CLOYD ALTUNA**  
TEAM LEADER - PLDT HOME VAS SO CARE  
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**MERRY CHRIST I. CUNERTA**  
SERVICE DELIVERY MANAGER  
CURO TEKNIKA INC.  
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