

EDUCATION

Associate Degree in **Computer Science**
Asian Institute Of Computer Studies Year
Graduated 2015

TRAINING

**QuickPro Online
Professional Training
Academy.**

November 2019 - January 2020

REFERENCES

Nenita Joy R. Ancheta

SPED Teacher
Payatas B Elementary School
09196724512

Estrella L. Bufe

Master Teacher
Payatas B Elementary School
09258283383

Cirilo Magtaka

Customer Service
Representative
Sitel Philippines
09499106956

QUALIFICATIONS

- Energetic and self-motivated with exemplary communication abilities. Thrive both autonomously and as a team contributor.
- Adept at WordPress, Cpanel, Elementor, Photoshop, Adobe Premiere Pro, and Adobe After Effect. Fluent in HTML, CSS, PHP, and JAVA.
- Highly driven, results-focused professional. Proficient in decision-making and pioneering innovative strategies.
- Exceptional listening skills with a keen ability to comprehend diverse accents and nuances in communication.
- Resourceful with a keen eye for details. Renowned for problem-solving acumen and adept multitasking abilities.
- Innate talent for product promotion and fostering relationships, underpinned by listening and communication expertise.

WORK EXPERIENCE

PSG Global Solutions Inc

October 2021 - Present

Recruitment Specialist II

- Sources resumes of qualified candidates for specific job orders, using job boards, applicant tracking systems, company websites, etc
 - Conducts phone interviews to pre-screen candidates, verifying their qualifications, availability and compensation requirements; documents these interviews.
- Sets up interviews between candidates and hiring managers.
- Is involved in recruiting passive candidates, through phone calls, emails, and general relationship-building.
 - Makes recommendations on additional candidate pools and recruiting techniques, after evaluating market conditions.

TTEC

September 2020 - October 2021

Customer Service Representative

- Managed and resolved inquiries related to order status, delivery times, and special requests, ensuring customer satisfaction throughout the ordering process.
- Acted as an intermediary between customers and partnered restaurants, addressing issues like order modifications or cancellations.
- Maintained a robust understanding of the DoorDash app and website, providing guidance to users on features, navigation, and troubleshooting.
- Gathered and relayed user feedback to the product and management teams, aiding in the evolution and improvement of the DoorDash experience.
- Handled billing and payment discrepancies, ensuring prompt and fair resolution for all parties involved.

EDUCATION

Associate Degree in Computer Science
Asian Institute Of Computer Studies
Year Graduated 2015

TRAINING

QuickPro Online Professional Training Academy.
November 2019 - January 2020

REFERENCES

Nenita Joy R. Ancheta
SPED Teacher
Payatas B Elementary School
09196724512

Estrella L. Bufe
Master Teacher
Payatas B Elementary School
09258283383

Cirilo Magtaka
Customer Service Representative
Sitel Philippines
09499106956

WORK EXPERIENCE

AffinityX
February 2020 - August 2020
Web Designer

- Developing an appropriate color scheme or integrating the client's preferred colors into the design.
- Designing interactive buttons and site controls to enhance user experience.
- Crafting mock-ups for client review and feedback.
- Addressing functionality issues, including the elimination of dead links.
- Regularly updating and maintaining the website to ensure optimal performance.
- Creating and storing backup files to safeguard the site's data and design.

AFNI Philippines
June 2019 - February 2020
Customer Service Representative

- Managed and fostered relationships with SiriusXM subscribers, ensuring they consistently received top-tier service and support.
- Swiftly addressed and resolved diverse subscriber inquiries, spanning from tech hitches to billing concerns, upholding high satisfaction levels.
- Kept abreast with the full spectrum of SiriusXM's services and promotions, ensuring subscribers received accurate and timely advice.
- Channeled customer feedback to higher-ups, facilitating ongoing enhancements in service delivery.
- Assisted subscribers with the ins and outs of account management, from renewals and plan modifications to smooth cancellations.
- Recognized and acted upon opportunities to recommend additional channels or services, enhancing revenue and subscriber engagement.

EDUCATION

Associate Degree in Computer Science Asian Institute Of Computer Studies Year Graduated 2015

TRAINING

QuickPro Online Professional Training Academy.
November 2019 - January 2020

REFERENCES

Nenita Joy R. Ancheta
SPED Teacher
Payatas B Elementary School
09196724512

Estrella L. Bufe
Master Teacher
Payatas B Elementary School
09258283383

Cirilo Magtaka
Customer Service Representative
Sitel Philippines
09499106956

WORK EXPERIENCE

SITEL Philippines

October 2016 - June 2019

Customer Service Representative

- Guided subscribers through plan selections, renewals, and cancellations, ensuring clarity and satisfaction at every step.
- Offered troubleshooting guidance for SiriusXM equipment and online streaming issues, ensuring uninterrupted listening experiences.
- Informed subscribers about ongoing and upcoming promotions, special offers, and new channel launches, enhancing their SiriusXM experience.
- Addressed and resolved any billing-related concerns, from payment discrepancies to invoice clarifications, ensuring financial transparency.
- Collected subscriber feedback and concerns, funneling insights to relevant departments for potential product and service enhancements.
- Engaged with customers considering cancellation, identifying their pain points and offering solutions to retain their subscription.

Collective Solution

March 2016 - September 2016

Customer Service Representative

- Assisted customers with phone activations, ensuring a seamless start to their SafeLink experience.
- Guided customers through available plans, ensuring they selected the one most suited to their needs and usage patterns.
- Offered troubleshooting solutions for device or network issues, ensuring consistent connectivity for users.
- Helped potential customers understand and navigate the Lifeline program qualifications, ensuring those eligible received their benefits.
- Managed inquiries related to billing, balance checks, and top-up options, ensuring financial clarity and continued service.
- Collected and relayed customer feedback, channeling insights to relevant departments for service enhancement and addressing common concerns.