

**JERAHN ORTIZA OMAC**

Zone 1, Balulang, Upper Carmen,

Cagayan de Oro City

Contact No. :

E-mail Address: [warrenortiza@gmail.com](mailto:warrenortiza@gmail.com)

**PERSONAL INFORMATION**

Place of Birth: Iligan City

Age: 34 years old

Civil Status: Single

Citizenship: Filipino

Religion: Roman Catholic

Height: 5'5"

Name of Mother: Josefina Gonzaga Ortiza Omac

Name of Father: Pedro Linogao Omac

**EDUCATIONAL BACKGROUND****Chemical Engineering Technology**

Mindanao State University Iligan Institute of Technology

(MSU – IIT)

Bonifacio St., Tibanga, Iligan City

2014 to 2016 (Undergrad)

**Secondary:**

Ditucalan National High School

Ditucalan, Iligan City

Graduated: March 26, 2014

**Elementary**

Ditucalan Elementary School

Ditucalan, Iligan City

Graduated: April 2004

**TRANINGS ATTENDED:**

- Basic Leadership Training (Red Cross Iligan Chapter) August 30-31, 2012

- Red Cross Facilitator Training (Red Cross Iligan Chapter) May 27 – 29, 2014

## **SKILLS**

- Proficient in computer usage: Microsoft Office Application (Word & Excel), Internet
- Good in multi-tasking work
- Hard working, fast learner, and self-motivated
- Analytical skills such as logical reasoning, critical thinking, communication, research, data analysis and creativity.

## **WORK EXPERIENCE**

1. **Call Center Agent (BPO) - CONCENTRIX** Block 2, FJ3F+G4M, Lot 3 Trade St, Cagayan de Oro

From April 13, 2021 to February 30, 2025

### **Duties and Responsibilities :**

**Voice and Chat Support** – Provide **technical support**, resolve customer service inquiries, and offer additional forms of real-time problem-solving.

**Technical Support** – Diagnose and troubleshoot hardware, software, and connectivity issues for customers.

Assist customers with **account management**, billing concerns, and product-related inquiries.

Ensure high-quality customer service by following company policies and resolving concerns efficiently.

2. **Call Center Agent (BPO) - AZPIRED** Corrales Ext, Cagayan de Oro, Misamis Oriental

From September 4, 2017 to November 6, 2019

### **Duties and Responsibilities :**

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Establishes policies by entering client information; confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.

3. **Call Center Agent (BPO) - TELEPERFORMANCE CDO-Centrio Mall, 2/F Capt. Vicente Roa St, Cagayan de Oro, 9000 Misamis Oriental**

March 2019 – September 2020

### **Duties and Responsibilities:**

- Customer Service Representative for **T-Mobile** – Assisted customers with billing, account management, and service-related inquiries.

- **Technical Support** – Provided troubleshooting and technical assistance for mobile devices and network issues.
- Ensured excellent customer experience by resolving concerns efficiently and professionally.

Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.

- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

### **3. Internet Café Attendant – Saidoma.Net**

From October 2007 up to 2010.

#### **Duties and Responsibilities:**

- Responsible of time keeping, monitoring, assisting customer and processing of payments.

## **REFERENCES**

**Ms. Christine Jangao**

Concentrix Supervisor  
Contact No. 09176006599

**Ms. Jaica Macamay**

Concentrix Former Colleague  
Contact No. 09667644527