

**ERICKA L. ALBANIA**

Address: PUROK 2 GOLDLAND RELOCATION BARANGAY  
BALIOK, TALOMO DISTRICT, DAVAO CITY

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Date of birth: April 13, 2001

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**CAREER OBJECTIVE**

I am looking for a company where I can use my knowledge and skills to help the company meet and surpass its goals.

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**TECHNICAL SKILLS**

- Data Encoding
  - Computer Skills
  - Researching
  - Microsoft Office (Word, Excel, PowerPoint)
  - Image and Video Editing
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**PERSONAL SKILLS**

- Good in verbal communication skills
  - Has the ability to multitask, can work under pressure, coordinate multiple projects simultaneously, and meet deadlines under stringent time constraints
  - Possess strong leadership skills
  - Can motivate others
  - Critical thinker
  - Good at budgeting money
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**EDUCATION**

Bachelor of Science in Information Technology

St. John Paul II College of Davao

Ecoland Drive, Matina, Davao City

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**WORK EXPERIENCE**

- Southern Bee Foods Corporation- Service Crew (April 16, 2019 - July 15, 2019)  
Providing quick and quality service, taking customers' order, preparing food at the front counter, having duty in the cash registry, and assisting customers to their tables with satisfaction.
- Intern- Front Desk ( January 29, 2020-February 29, 2020)  
Assist customers to create and complete their online applications.
- Teleperformance Philippines- Technical Support Representative/

Telemarketer (March 02, 2020- April 18, 2022)

Handling inbound and outbound calls to activate their services (Internet, Cable, Phone, and Mobile) and troubleshooting technical issues, and also introducing the products to the customers.

- Freelancer - Customer Support Representative and Telemarketer (August 2022 - January 2025)  
We offer cpr classes, sending online courses, setting appointments, solving tickets and answering emails.