

**ERICKA L. ALBANIA**

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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.