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## **CAREER OBJECTIVE**

To secure a position in a high growth company with considerable advancement opportunities that will utilize my acquired experience and commitment to excellence and will eventually contribute to the success of the company.

## **EDUCATION**

Tertiary: 2003 –2009

Bachelor of Science in Chemical Engineering

University of Santo Tomas

Espana St., Sampaloc, Manila

High School: 1999-2003

Siena College of Taytay

E. Rodriguez Street Taytay, Rizal

**Present Employer: Freelancer.com Inc.**

**June 2014 - Present**

**31F Ecotower Bldg 32nd Ave. Co 9th St. Bonifacio Global City Taguig, Metro Manila**

**Position: Warrior Forum Team Leader**

**Duties and Responsibilities:** Implement and enforce Forum guidelines to ensure the site's integrity and quality. Delete and remove Spam content as well as engage with users on basic inquiries regarding Forum usage. Team Leader tasks include but are not limited to submitting weekly metric/KPI reports, auditing Forum Moderators, and consistently updating Forum guidelines that would be suited for user needs.

## **SKILLS/ASSETS**

- Exceptional listener and communicator who effectively conveys information verbally and in writing.
- Goal-driven leader who confidently motivates and coaches to meet high performance standards.

## **Working Experience**

### **June 2010 - May 2014**

Resolutions Specialist

Telus International Philippines - Zynga

5F Market! Market! Bonifacio Global City Taguig Metro Manila

### **May 2010 – June 2010**

Game Support Specialist

Digital Media Exchange

Taguig City

### **December 2009 – March 2010**

Customer Service Representative

FBM eServices

Makati City

### **October 2009 – December 2009**

Advance Customer Service Representative

ePLDT Ventus - DISH

Libertad St, Mandaluyong Metro Manila

### **April 2009 – September 2009**

Technical Support Representative – Dell

Teleperformance

Edsa Central Shaw Blvd Mandaluyong Metro Manila