

CHRISTINA  
MAY  
PAKINGAN  
TORONTO, ON

**CONTACT**

PHONE:  
647-609-5923

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August 29, 2020

Randstad Canada  
Markham, ON

RE: Identity Provisioning System Analyst

Dear Hiring Manager,

Upon learning about the Identity Provisioning System Analyst posting with Randstad, I was eager to contact you with my interest. When reviewing the job description, I was excited to see how well my experience aligns with the company's needs and position requirements

I am excited at the prospect of bringing my talents to the company. I look forward to hearing from you at your earliest convenience, to discuss how my experience and qualifications will prove valuable in this role.

When reviewing my resume, you might notice a gap in my employment. My absence is due to me taking time to care for my children. My child-rearing experience has enhanced my talents in leadership, determination, teamwork, and prioritization as I managed multiple schedules, trained others, enforced rules and provide around-the-clock care. I am now settled and prepared to get back into the workforce

Thank you for your time and consideration

Sincerely,  
Christina May Pakingan

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# CHRISTINA MAY PAKINGAN

TORONTO, ON

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nina\_pakingan@yahoo.com

## EDUCATION

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### **Centennial College**

January 2020 – August 2020  
Software Engineering Technician  
Cumulative GPA – 4.38 (Scale of 4.5)

### **University of Perpetual Help System DALTA - Philippines**

June 2005 – April 2009  
BS Computer Science  
Academic Scholar and Dean's Lister

## WORK EXPERIENCE

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### **Teleperformance Philippines – Escalations Manager/Supervisor**

AT&T – Receivables Management (US Account)

October 2012 – 2015

- Responsible for coaching and providing real time feedback to all agents within the team.
- Daily performance update during team huddles.
- Enhancing the customer service skills of each representative by constant follow up coaching and roleplays.
- Answer escalated calls and agent's inquiries.

### **Teleperformance Philippines – Reports Analyst**

April 2012 – October 2012

Responsible for gathering, analyzing, and interpreting data and submitting reports to department heads.

### **Teleperformance Philippines – Help Desk Support**

August 2011 – April 2012

Provide internal technical assistance and support regarding computer systems, hardware, software, and log in issues.

### **Teleperformance Philippines – Subject Matter Expert (SME)**

AT&T – Receivables Management (US Account)

May 2011 – August 2011

SMEs has an excellent product knowledge and deep understanding of company processes. It assists representative in resolving customer's issue and answers escalated calls.

### **Teleperformance Philippines – Customer Service Representative**

AT&T – Receivables Management (US Account)

August 2010 – May 2011

Serves customer by providing product and service information, process customer requests and resolve customer complaints over the phone.

### **DELL Philippines – Technical Support Specialist**

DELL XPS - (Canada and US Account)

May 2009 – August 2010

Provide technical support and assistance to clients over the phone regarding their computer's hardware and software issues.

### **First Source Philippines – Junior Programmer**

2008 – 2009

Responsible for coding and testing using specific programming language

## **SKILLS**

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- Knowledge in troubleshooting hardware or software issue.
- Detail Oriented with Excellent problem-solving skills
- Customer Service Oriented
- Time Management
- Adaptable and can work with minimum supervision
- Interpersonal Skills
- Able to multitask and can work under pressure
- Strong Knowledge of Programming Languages such as C#, C++, JavaScript, Python, SQL, HTML, CSS.
- Knowledge in Web Design (Dream Weaver)
- Strong Knowledge of MS Office

## **REFERENCE**

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### **Christian Rondon**

Access Management Analyst – Aviva Canada

Contact No. 6473284608