

ROCHELLE BENET ILUSTRE
176 C Scout Fuentebella Extension
Brgy. Sacred Heart, Quezon City
Tel no: (02) 925-3293 / CP#: +639267164808
chellie.ilustre@gmail.com

SUMMARY:

- Strong exposure in Client Management for 10 years
- Certifications in IT, Photography, Visual Graphic Arts and Web design

WORK EXPERIENCES:

January 15, 2016 – February 9, 2018

Concentrix Services Corporation | Eastwood, Quezon City

Product Data Specialist

- Achieve qualitative EDC creation by producing description uniformity and description maintenance.
- Identify and help drive process improvements to the maintenance and enhancement of product data
- Apply product knowledge, critical thinking and problem solving to ensure accurate categorization for specified product categories and overall data stewardship

July 7, 2014 – January 14, 2016

Digitek Computer Products | Fort Bonifacio, Taguig

Customer Service Representative

- Responsible in data entries such as sales quotes and orders.
- Ensure timely end to end order processing. From order entry to releasing of sales within Distribution center's cut off time.
- Ensures timely entry of order which is one hour
- Supports Account Manager in all back end tasks by creating daily sales order report and order tracking.

August 2, 2010 – November 5, 2013

Ingram Micro, Philippines | McKinley Hill, Taguig

May 9, 2005 – July 30, 2010

SPI Global(Formerly E-PLDT Ventus, Inc)

Dedicated Customer Service Specialist

- Manages Tier 1 Accounts by meeting ISO quality standards of accurately processing return, discrepancies, all client claims and other account-based escalations.
- Leads and attends to all Client conference calls.

IT-Based PROGRAMS and SEMINARS ATTENDED:

- **Full Stack Development** (Website Creation Basics (Sublime, Github, Browsers, CLI), Front-end Development (HTML, CSS, Bootstrap, Sass), Programming & Algorithms (PHP, JavaScript), Database and SQL (MySQL))
TUITT Incorporated | Timog, Quezon City
- **Digital Illustration and Page Design** (Adobe Illustrator and InDesign)
CIIT College of Arts and Technology Inc.
July 22, 2017 – September 23, 2017 | Timog, Quezon City

- **Web Interface Design** (HTML5, CSS, Responsive design, Javascript, Wordpress and Dreamweaver)
First Academy of Computer Arts | Timog, Quezon City
October, 2016 – February, 2017
- **Visual Graphic Arts**(Adobe Photoshop and Illustrator)
First Academy of Computer Arts | Buendia, Makati
January, 2015 – January, 2016
- **FPPF Amorsolesque Workshop** (*inspired by National Artist Fernando Amorsolo*)
Intramuros, Manila
August 26, 2012
- **FPPF Advanced Photography Workshop**
Intramuros, Manila
August 7, 2011
- **FPPF Basic Photography Workshop**
Intramuros, Manila
December 21, 2008
- **Basic Networking, Sub-netting, Cisco IOS Familiarization and Basic Cisco and Switch Configuration**
DIOS Philippines IT Training
January 23, 2010
- **Web Development**
ALC Computer Learning Center
May 3 – 29, 2005

EDUCATION:

- Trinity University of Asia , Quezon City
Bachelor of Science in Computer Science
June, 2001 – March, 2005
- Far Eastern University
Bachelor of Science in Mathematics
1999 – 2000