**ROCHELLE BENET ILUSTRE**

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Brgy. Sacred Heart, Quezon City

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**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

December21, 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