

MARILOU LAUDE TUICO

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OBJECTIVE

To apply as a Quality Assurance Coordinator so I can use the knowledge and skills that I have acquired from working in a BPO company for 16 years. To explore my potentials, to learn and achieve my career goals.

PERSONAL DATA

Birth date:December 16, 1982

Birthplace: Cebu City

Religion :Roman Catholic

Citizenship:Filipino

Civil Status:Married

Languages Spoken:English, Tagalog and Cebuano

WORK EXPERIENCE/S

Team Lead

Google - Sykes Asia Inc. (present)

2017-2021

Guardian Life Dental - Sykes Asia Inc.

2016-2017

Frontier Telecommunications - Sykes Asia Inc.

2015-2016

AT&T 9 State Chat - Sykes Asia Inc.

2013-2015

AT&T 22 State - Tier 2 Escalations Team - Sykes Asia Inc.

2012-2013

Quality Assurance Coordinator

2007-2012

AT&T 9 State DSL CHAT and Voice - Sykes Asia Inc.

Technical Support Representative

2004-2007

AT&T 22 State - Sykes Asia Inc.

EDUCATION

Special Course

Britech College

February 20, 2020 -

December 14, 2020

Caregiving Course

University of Southern Philippines Foundation
short course)

2004 (2 months

Advanced Communication in International E-Business

College

University of San Jose Recoletos

2000-2003

BS- Industrial Engineering (College level 3rd yr 1st sem)

High School

Camp Lapu-Lapu National High School 1995-1999

Elementary

Colegio De la Inmaculada Concepción

1988-1993

Camp Lapu-Lapu Elementary School 1993-1995

CHARACTER REFERENCES

Archival Aranas

Google - Manager, Account Operations

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Sabrey Jane Zara-Balino

Prudential - Manager, Account Operations

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Graiza Acos

Manager, Account Operations

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