

# CHRISTIAN C. SALVACION

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## PERSONAL SUMMARY:

To achieve a success that requires focus and long term diligence of my personal and company's growth and career. And be an asset of the company in providing quality and excellent services by contributing a cooperative, effective and strong organizational work force and environment.

## EMPLOYMENT BACKGROUND:

Primary Support II - (July 2017 – June 2019)  
(NAM CCC – IT Technical)  
APC by Schneider Electric

Lot 1 Block 5 Phase 2 PEZA, Rosario, Cavite

- Diagnose and resolve technical hardware and software issues involving battery backUPS.
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Answering inbound and emails from B2B regarding issue resolution on battery backups issue.
- Follow up and make scheduled call backs to customers where necessary;
- Offer alternative solutions where appropriate with the objective of retaining customer's and client's business; Trade UPS

Team Leader - (August 2015 – December 2016)  
(HP Account – IT Technical)

Convergys Philippines

9<sup>th</sup> Floor Two Ecom Tower, Mall of Asia Complex, Pasay City

- Identifies best practices and determines applicability to the team/department.
- Delivery of team CFM, service level components, quality and productivity targets
- Communicates company vision, goals and strategies to build awareness and commitment within department/site/team
- Call monitoring, coaching and feedback, responsibility for delivery of the defined customer experience in every call.
- Motivation, leadership for a team of 16 and developing future leaders.
- Obtain documents and tools from subject matter experts.
- Knowledge of key interrelationships and inter dependencies among products, services and clients.
- Identifies opportunities to develop process and service improvement
- Tracks and monitors goals and activities versus results, using standard tools.
- Identifies potential problems; uses fact-based approach to solve/get to the root of a problem.
- Performs administrative duties for the team (i.e. payroll templates).

Product Ready Trainer - (March 2015 – August 2015)

(HP Account – IT Technical)

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- Reviews, creates, and/or improves processes and practices to promote effective communication.
- Provides hands-on, in-store demonstration of equipment through lectures, presentations and other means.
- Research and prepare and maintain all training lesson plans.
- Deliver training and instruction to engage and stimulate existing and newly hired employees in a manner that promotes transfer of knowledge and application of skills.
- Plan and prepare for instruction making sure that appropriate instructional methods and materials are used for specific mode of learning

## KEY ATTRIBUTES:

- Highly organized and quick-learning achiever who is responsible and committed to my craft.
- Extremely personable worker with strong social skills who works well in team environments.
- Talented, creative worker with strengths in design angles of communications and leadership.

## SUMMARY OF SKILLS:

- Word, Excel, Access, PowerPoint, Internet & Email, Microsoft, windows vista basic.
- Exceptional written and oral communication skills
- Strong organizational and active listening skills
- Proven ability to multi-task and meet deadlines in a fast-paced work environment
- Ability to use computers and technology efficiently
- Strong work ethic and commitment to the Job.

Agent Support Group – (March 2014 – March 2015)  
(HP Account – IT Technical)

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- Has strong business knowledge and experience, some management skill, effective communication, leadership, decision making skills.
- Determine and support the implementation of a business policy.
- Answering email inquiry from customer regarding issue resolution on laptop issue.
- Keeps everyone informed about the changes and improvements that are being implemented.
- Ensure that changes are implemented.
- Displays integrity and ethical conduct at all times.
- Handles escalations and provide immediate results to each and escalations.
- Responsible for providing urgent action for any type of escalation.
- Mentor and coach apprentice support

Technical Support Representative – (June 2013 – March 2015)

(HP Account – IT Technical)

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- Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
- Research required information using available resources;
- Follow standard processes and procedures;
- Identify and escalate priority issues per Client specifications;
- Redirect problems to appropriate resource;
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business;
- Follow up and make scheduled call backs to customers where necessary;

Customer Service Assistant - (January 2012 – March 2013)

(Comcast Account - Technical)

West Contact Services Inc.

24<sup>th</sup> Floor The Export Bank Plaza, Don Chino Roces Avenue corner Senator Gil Puyat Avenue,  
Urban Ave, Makati, Metro Manila

- Responsible for receiving and processing incoming calls in accordance with the policies, procedure and quality standards.
- Provides utmost attentiveness to customer's needs when it comes to their cableservices.
- Responsible for performing a variety of resolutions for assigned clients.
- Gives step by step troubleshooting and make sure that resolution has been met.
- Above average to excellent navigation skills.

Team Captain/Escalations Team - (May 2009 – April 2011)

(Collect Calls/Voicemail Account – Telco)

My Service and Support Corporation

129 Governor's Drive, Manggahan, Gen. Trias, Cavite

- Assist Team Leaders in coaching and monitoring agent's performance.
- First line of escalation providing real time feedback and own each case.
- Make follow up calls to customers and make sure the team we support own each case.
- Takes responsibility for personal performance without being asked.
- Taking supervisor calls and provides quick action for any type of escalation.

Customer Service Representative - (August 2006 – December 2008)

(Sprint Account - Telco)

Teletech Holdings Inc.

Bldg. F, SM Corporate Offices, 1000 Bay Blvd., Bay City Pasay

- Knowledge of principles and processes for providing good customer service.
- Process request for customer's number transfer from one carrier to another.
- Active Listening & Problem Solving Skills - giving full attention to what the customer is saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Able to set priorities and multi-task
- Detail-oriented and customer-focused.
- Had an opportunity to become one of the supports for newly hired agents

#### EDUCATIONAL BACKGROUND:

- Technological University of the Philippines, Manila  
(March, 2006)  
  
Bachelor of Science in Industrial Education, Major in Computer Education
- Saint Gregory Academy -  
(March,2002)
- Indang Central Elementary School - (March, 1998)  
Graduated with Special Honors



I, CHRISTIAN C. SALVACION HEREBY  
CERTIFY THAT THE FACTS CONTAINED IN  
THIS RESUME ARE TRUE AND COMPLETE  
TO THE BEST OF MY KNOWLEDGE.