

Shiela Mae R. Agustin

Landing, Darong, Sta Cruz, Davao del Sur

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Objective:

To secure a promising position that offers both a challenge and a good opportunity for growth and where my leadership experience and knowledge can be used effectively.

Summary:

- Took Basic Computer Technician
- Ability to communicate and connect with people
- Ability to perform effectively and efficiently in team and individually.
- Willingness to accept challenges along with the ability to work under pressure
- Goal oriented and motivated individual along with the ability to work independently
- Ability to develop quality assessment strategies and plans and implement them successfully
- Solid attention to detail
- Good leadership and communication skills

Educational Background:

Rizal Memorial Colleges
BS in Psychology
2018

University of Mindanao
Computer Science
2004

Certificates:

GLA Passer
Berlitz Certified

Computer:

Operating System:	Microsoft Windows, MAC
General:	Microsoft Word, Microsoft Excel, Powerpoint

Work Summary:

Freelancing, September 2020 – February 2021

Part-time Freelancer

- Interacted with customer and find solution to their concern
- Handles different account such sales, customer support, data entry, email support and etc depending in vacancies.

Engoo, Davao City, November 18, 2016 - September 2020

Part-time Online English Tutor

- Teaching English as a foreign language

Iqor Phils, September 17, 2019 – June September 17, 2020

Customer Support (USAI, SSB,1-800 FLOWERS)

- Place Order
- Interacted with customer and find solution to their concern
- Track orders

Sutherland Global Services, Davao City, February 3, 2014 – July 10, 2019

Customer Service Representative(ATT Uverse Tech, Uverse Blue, Direct Now, ISM and Loyalty and Retention)

- Verify compliance of call center activities with the prescribed rules and regulation. Take corrective measures in case of discrepancies.
- Responsible for handling all persistent cases.
- Resolve basic technical issues
- Responsible for creating new accounts
- Responsible for handling Billing Issues and Upgrades.
- Done other duties as assigned.
- Expedited and facilitated the escalation of customer service issues.
- Interacted with customers; provided program information, rules, regulations, laws and policy and procedures.

Preferences:

Willing to Travel:

Will Consider

Willing to Relocate:

Will Consider Depending on Circumstances

Character References:

Mark Jason Villegas

Team Leader

Sutherland Global Services

09773449879

Vilmarkj957@gmail.com

I do hereby certify that the above information is true and correct to the best of my knowledge and belief