

TO: **The Hiring Officer**

Good day,

This is to formally submit my job application for **any available position** that will fit my background and qualifications. I am a Sales and Customer Service Professional with an educational background in Tourism Management. I have more than 3 years of total work experience in Business Process Outsourcing – Call Center industry in the Philippines.

I am seeking for a suitable work to apply my knowledge, skills and pursue my career under your management. I am capable to work well independently or with diverse teams with the ability to correspond and follow in both oral and written instructions.

I am currently employed and recently promoted as a Subject Matter Expert (SME) at iQor Philippines - One of the leading outsourced customer contact solutions companies in the Philippines. Prior to that, I also worked as a Customer Service Representative, Technical Support Representative and Sales Representative in different companies in Metro Manila, handling premium accounts and projects. Where I performed my duties and responsibilities well with complete passion, hard work and an excellent performance on each role entrusted.

With years of professional experience and my educational foundation, I have acquired below core strengths, set of skills and qualifications as my stronghold for my job application:

- More than 3 years of total work experience in Business Process Outsourcing – Call Center industry in the Philippines.
- Educational background in Bachelor of Science in Tourism Management.
- Undergone trainings and seminars for career growth and skill advancement.
- Proven experience in customer service and able to perform clerical and administrative works.
- Ability to follow written and oral instructions.
- Computer Literate: Knowledgeable in Microsoft Office Programs and other relevant applications.
- Proficient in operating latest work-related management systems, programs and processes.
- Superb focus on details and aim to finish tasks following safety regulations and standard operating procedures.
- Multi-tasking and time-management skills.
- Physically fit and capable of handling responsibilities with minimum supervision.
- Capable of learning and adapting to new challenges.
- Detail-oriented and highly organized.
- Self-motivated and competitive.
- High sense of loyalty and integrity.
- Ability to work on extended hours.
- Ability to work in a multicultural environment.
- Willing to work overseas at the earliest possible time.

I look forward to discussing the position and my qualifications with you in more detail. I am available to talk at your convenience. I will be in touch to follow up to ensure you have received my job application.

Thank you so much for your time and consideration.

Sincerely,

**Ana B. Sarmiento**

No. 674, M.V Delos Santos Anido Bldg.

Sampaloc, Manila, Philippines

+63 927 911 4972

[anamae.bluekitty12@gmail.com](mailto:anamae.bluekitty12@gmail.com)

## SARMIENTO, ANA B.

No. 674, M.V Delos Santos Anido Bldg.  
Sampaloc, Manila, Philippines  
+63 927 911 4972  
[anamae.bluekitty12@gmail.com](mailto:anamae.bluekitty12@gmail.com)

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**OBJECTIVE:** A Sales Customer Service Professional with an educational background in Tourism Management and more than more than 3 years of total work experience in Business Process Outsourcing Industry. Seeking for **any available position** that will fit my background and qualifications for career growth and to make a significant contribution to the success of the company.

### RELEVANT EXPERIENCE:

Position Held : **Subject Matter Expert (SME)** - American Home Shield Account  
Company : iQor Philippines  
Industry : Business Process Outsourcing – Call Center  
Location : Metro Manila, Philippines  
Period : June 2021 to Present

Position Held : **Customer Service Representative** - American Home Shield Account  
Company : iQor Philippines  
Industry : Business Process Outsourcing – Call Center  
Location : Metro Manila, Philippines  
Period : September 21, 2020 to May 2021

Position Held : **Technical Support Representative** - Google Account  
Company : Sykes Asia  
Industry : Business Process Outsourcing – Call Center  
Location : Metro Manila, Philippines  
Period : March 5, 2020 to August 6, 2020

Position Held : **Technical Support Representative / Customer Service Representative** - ATT  
Company : Convergys / Concentrix Philippines  
Industry : Business Process Outsourcing – Call Center  
Location : Metro Manila, Philippines  
Period : December 17, 2018 to February 22, 2020

Position Held : **Sales and Customer Service Representative** - ATT  
Company : Sequential Technology International  
Industry : Business Process Outsourcing – Call Center  
Location : Metro Manila, Philippines  
Period : April 16, 2018 to December 15, 2018

### JOB DESCRIPTION:

#### As a Subject Matter Expert:

- Applying subject expertise in evaluating business operations and processes.
- Identifying areas where technical solutions would improve business performance.
- Consulting across business operations, providing mentorship, and contributing specialized knowledge.
- Recommending technical solutions and determining software development requirements.
- Verifying technical reference information, including user guides, training manuals, and system requirements.
- Ensuring accurate representation of expertise prior to the distribution of technical solutions to end-users.

As a Customer Service / Technical Support Representative:

- Handle phone calls to learn about client needs and address their concerns, requests, complaints, or other issues with products or services.
- Respond efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.

As a Sales Representative:

- Making sales or recommendations for products or services that may better suit client needs.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Building lasting relationships with clients and other call center team members based on trust and reliability.

**SKILLS SUMMARY:**

Sales & Customer Service Skills

Technical Skills

Clerical Skills

Client and Complain Management

Project Management Skills

High sense of loyalty and integrity

Effective Communication Skills

Critical and Methodical Thinking Skills

Interpersonal Skills

Coordination & Leadership Skills

Ability to Multitask

Quick learning ability

Computer Literate: Knowledgeable in Ms Office and other relevant Applications

**EDUCATION:**

**College:**

Bachelor of Science in  
Tourism Management  
Polytechnic University of the  
Philippines (Main Campus)  
Sta. Mesa Manila, Philippines  
2020 - Present

**High School:**

San Jose Del Monte National  
High School  
(Senior High School)  
Brgy. Yakal, City of San Jose  
Del Monte Bulacan, Philippines  
2018

**Elementary:**

Cinco Elementary School  
Brgy. Cinco, Banga, South  
Cotabato, Philippines  
2012

Bagong Nayon II National  
High School  
(Junior High School)  
Brgy. San Isidro Antipolo City  
2016