

CED LEWIS R. MAGLAQUE

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#521 Narra St., Blk 32 WelfareVille Compound Mandaluyong City, Philippines, 1550

WORK EXPERIENCES

TECHNICAL/ CUSTOMER SERVICE SUPPORT

Concentrix Philippines

November 2019 to Present

Resolve registration, enrollment, technical issues in the system and accounts.

As a Subject Matter Expert for 8 months, I managed keeping the team updated, supported in all job-related questions and guided to exceed metrics.

AWARDS

10x Engagement Champion

2x Rockstar of the quarter

Best SME Q3 2020, Q1 2021

MULTIMEDIA ARTIST | TECHNICAL/ CUSTOMER SERVICE SUPPORT

Sykes Enterprises, Incorporated - Mandaluyong

June 2016 to November 2019

Started as contractual employee turned to a regular customer and technical support agent. Got up-skilled for my agent profile after 6 months. Promoted as an officer for multimedia and employee engagement position. I've spent 3 years in the company, reinvented myself and learnt a lot of professional and creative best practices.

AWARDS

Employee of the Year 2018 (Most INNOVATIVE OFFICER)

GRAPHIC DESIGNER

UNISON COMPUTER SYSTEMS INC - Pasig

August 2015 to January 2016

Humble beginning as a Graphic Designer.

Discovered that creative work is my passion.

EDUCATION

BA in Advertising and Public Relations

Polytechnic University of the Philippines - Santa Mesa

2011 to 2015

SKILLS

Microsoft Office (10 years)

Video Editing (10 years)

Photography (10 years)

Event Management (6years)

Photo Editing (10 years)

Videography (10 years)

Brand Management (6 years)

Social Media Marketing (4 years)

Computer Troubleshooting (10 years)

Technical Support/Customer Service (5 years)

QUALITIES

Strong Work Ethic and have initiative.

RRRR (Reliable, Resourceful, Respectful and a Risk-taker)

Problem-solver, Planner and Critical-thinker

And of course, enjoy fun things.