

# Abigail de Guzman

+63947-546-5614

deguzman.abi93@gmail.com

Las Pinas City, Philippines

## PROFESSIONAL SUMMARY

---

A dedicated and quick learner who is physically fit and has the strength and stamina to perform in a fast-paced environment. I am knowledgeable in cultivating, planting and harvesting crops. I am currently working in the Business Process Outsourcing Industry for 6+ years dealing with various issues and providing resolutions.

## CERTIFICATES

---

**Introduction to Agricultural Crops Production** Jan 2022

Technical Education and Skills Development Authority (TESDA) • Taguig City, Philippines

**Performing Nursery Operations** Jan 2022

Technical Education and Skills Development Authority (TESDA) • Taguig City, Philippines

**CPR, AED & First Aid Certification** Jan 2022

Save a life by National Health Care Provider Solutions

**Basic Life Support (BLS) Certification** Jan 2022

Save a life by National Health Care Provider Solutions

## WORK EXPERIENCE

---

**Process Associate** May 2018 - Present

Genpact • Muntinlupa City, Philippines

- Address customer's inquiries and providing options for their needs.
- Assisting customers in filing disputes and rendering decisions for disputes
- Collecting debt
- Provide real time troubleshooting if employees are having a technical difficulties
- Documenting the issue, step by step instructions given and agreements between me and the customer or employee

**Customer Service Representative** Apr 2016 - Jan 2018

Teleperformance • Taguig City, Philippines

- Providing customer's billing breakdowns,
- Explaining their bank statements, offering promotional deals and,
- Process payment and waive late fees

**Customer Service Representative**

Sutherland • Tarlac City, Philippines

Sep 2015 - Mar 2016

- Updating customer's orders
- Provides tracking information
- Process replacements or refunds
- Sending emails to the customer regarding the discussion and their order

**On call- Encoder**

Department of Social Welfare and Development • Baguio City, Philippines

Mar 2015 - Jun 2015

- Enter data for Pantawid Pamilyang Pilipino Program

**Encoder**

City Social Welfare and Development Office • Baguio City, Philippines

Oct 2014 - Dec 2014

- Encoded results of enumeration for data banking of poor households.

**EDUCATION**

---

**Information Technology, Bachelor**

University of the Cordilleras • Baguio City, Philippines

Jun 2010 - Sep 2013

**SKILLS**

---

- Can plant, cultivate and irrigate crops and harvest crops
- Can water and tend to plants, lawns and/or gardens
- Adapt easily to change of environment and work schedule
- Efficient communication skills for discussing projects at all levels, with the ability to clearly articulate the work, issues and challenges
- Focused and driven to always meet deadlines and targets required
- Tech savvy, with the ability to quickly learn and apply new software applications to the position