JOHN RAYMOND S. ATIENZA
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GENERAL OBJECTIVE

To obtain a position that will enable me to use my knowledge and skills, and ability to work well with people.

EDUCATIONAL BACKGROUND

2011 – 2013	Bulacan State University (San Jose Del Monte, Bulacan)
2003 – 2008	Lagro High School (Quezon City)
1997 – 2003	Lagro Elementary School (Quezon City)
1994 – 1997	Mercedarian School (Kindergarten) (Quezon City)

WORK EXPERIENCE

July 2021 – Present	iSupport Worldwide Data Entry Specialist
April 2020 – April 2021	24-7 Intouch Customer Service Representative
May 2018 - April 2020	Alorica (Centris, Eton Quezon City) Sales Representative - Telco Workforce - Realtime Analyst

Job Description

- Manage the call volume, daily attendance and program break schedules
- Assist with creation if metrics and targets for services
- Work closely with the operations team to analyze and help improve their delivery processes

● Generate ideas for process and service improvement planning

● Produce daily, biweekly and monthly internal reports

● Use trends and reports to forecast requirements

● Assist with projects and other duties as requested or assigned

Nov. 2014 - Jan. 2016	Concentrix (Technohub, UP AyalaLand) CSR - Financial Account
April 2014 - Oct. 2014	Convergys Philippines (Technohub, UP AyalaLand) CSR - Financial Account

ELIGIBILITY

- I can communicate in English language.
- I can take responsibilities especially in work.
- I have a good personal relation skill.

PERSONAL DATA

Date of Birth: Sept. 1, 1990

Nationality: Filipino

Sex: Male

Civil Status: Single

Religion: Roman Catholic

Height: 5′7″

Language/Dialect Spoken or Written: Filipino/English