

Phillip Teruel

Personal Background

Address: 54 Monserat. St. Morning Breeze Subd. Brgy. 83 Caloocan City

Phone No.: 0945-861-1823/0995-080-0992

Email: krishandphillip@gmail.com

Birth Date: October 26, 1979

Age: 40 years old

Citizenship: Filipino

Sex: Male

Religion: Roman Catholic

Work Experience

TELEPERFORMANCE Philippines

Ortigas, Philippines

May 07, 2017 – March 01, 2020

Customer Service/Sales Agent

- We provide solution to deliver issues for passengers dealing with airlines based on US/Canada and some parts of the world.
- We also selling airlines tickets to all travelers.

SITEL Philippines

Ortigas, Philippines

July, 2014 – 2016

Customer Service Representative

- We provide solution to delivery issues for a famous online shopping site based in UK/Ireland. We are considered as “Universal agents;” we handle calls, email and chat inquiries.
- Aimed to provide excellent customer service for satellite radio users regarding their activation, cancellation, and basic technical needs.

Tim Horton’s

Slave Lake, Alberta, Canada

2009 – 2014

Crew Supervisor

- Worked behind the scenes in a casual dining restaurant.
- Responsible in maintaining all baking and coffee-making equipment.
- Ensured customer satisfaction is achieved at all times.

Little Caesar's Pizza

Riyadh, Saudi Arabia

2006 – 2008

Store Supervisor

- Planned and scheduled various activities related to production.
- Supervised daily work management.
- Presided manpower handling.
- Responsible in achieving the desired production with quality.

Kuwaiti American Food's Staff Co.

State of Kuwait

2001 – 2005

Crew Trainer

- Maintained a clean environment and ensured high food quality standards.
- Prepared, presented food and kept track of all the food material to make sure that all orders reached the customers within strict timescale.
- Responsible in training newly hired crews.

Trainings and Seminars Attended

Training Center: Kuwaiti American Food Staff Co.
Duration: July 10 – 11, 2005
Address: State of Kuwait
Title: “Service that Sizzles” Workshop

Training Center: Kuwaiti American Food Staff Co.
Duration: January 15, 2005
Address: State of Kuwait
Title: Dine in Service Workshop

Training Center: Kuwaiti American Food Staff Co.
Duration: July 18 – 19, 2004
Address: State of Kuwait
Title: “Make It Right the 1st Time” Kitchen Workshop

Education

1996 – 2000 DE LA SALLE UNIVERSITY MANILA Taft Ave, Philippines

Educational Attainment: BS Computer Science

1995 – 1996 St. Lawrence Academy Balagtas, Bulacan

Educational Attainment: Secondary Education

Reference

Reference is available on request.