

# *Phillip Teruel*

## **Personal Background**

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

**Phone No.:** 09695918923/09552646518

**Email:** phillipteruel1026@gmail.com

**Birth Date:** October 26, 1979

**Age:** 43 years old

**Citizenship:** Filipino

**Sex:** Male

**Religion:** Roman Catholic

## **Work Experience**

### **SITEL/FOUNDEVER Philippines**

Ortigas, Philippines

August 15, 2022

#### ***Customer Service Rep/Travel Account.***

- We provide solution to deliver issues for passengers dealing with airlines based on Australia for virgin australia airlines and some parts of the world.
- We also sell airline tickets to all travelers for domestic and international flights.

### **TELEPERFORMANCE Philippines**

Ortigas, Philippines

May 07, 2017 – March 01, 2020

#### ***Customer Service/Sales Agent***

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

### **SITEL Philippines**

Ortigas, Philippines

July, 2014 – 2016

#### ***Customer Service Representative***

- We provide solutions to delivery issues for a famous online shopping site based in the 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 Hortons**

Slave Lake, Alberta, Canada

2009 – 2014

***Crew Supervisor***

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

**Little Caesars Pizza**

Riyadh, Saudi Arabia

2006 – 2008

***Store Supervisor***

- Planned and scheduled various activities related to production.
- Supervised daily work management.
- Presided manpower handling.
- Responsible for 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 for training newly hired crews.

**Trainings and Seminars Attended**

***Training Center:*** Kuwaiti American Foodstuff Co.

***Duration:*** July 10 – 11, 2005

***Address:*** State of Kuwait

***Title:*** “Service that Sizzles” Workshop

***Training Center:*** Kuwaiti American Foodstuff Co.

***Duration:*** January 15, 2005

***Address:*** State of Kuwait

***Title:*** Dine in Service Workshop

***Training Center:*** Kuwaiti American Foodstuff Co.

***Duration:*** July 18 – 19, 2004

***Address:*** State of Kuwait

***Title:*** “Make It Right the 1<sup>st</sup> 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.