

# Camille D.C. Cruz

cruzcams@gmail.com

+639189591230

567 San Francisco St. Poblacion Pulilan Bulacan

**OBJECTIVE:** To be part of a company that indulges professional growth which provides a challenging and rewarding career while allowing me to utilize my knowledge and skills.

## **Skills:**

- Cross-trained to handle Casino and Poker gameplay concerns
- Willing to undergo training and can easily adapt to changes
- Ability to handle coaching real time and I acquired decision making skills
- Accurately log shift report and coordinate with the Hosts, Manager and Relevant Teams
- Cross-trained to handle Casino and Poker gameplay concerns

## **Work Experience:**

### **Citimiles Tours and Travel (Travel Agent)**

February - March 2007

- We cater hotel and airline reservations for clients

### **Lightsage Incorporated (CSR for U.S and UK account)**

June 2007- December 2017

- Voice account, we offered free magazine subscriptions to businessmen

### **William Hill Group (CSR, Subject Matter Expert,, Account Management Team)**

April 2010- January 2018

- Chat and Email support for Poker, Casino, Sports Betting and Account verification
- Real time coaching to agents

- Shift Support to agents
- Retention Support and handled bonus budget for players

**VGW (CORE Consultant, GP Premium/ASR)**

February 12, 2018 - Present

- Global Poker support, handled players concerns via email and chat
- Chumba Casino support, through chat and email I assisted players concerns
- GP Premium Support/ASR, handled emails from premium and VIP players.  
Coordination with Hosts and Manager, also escalations to other relevant teams.

**EDUCATIONAL ATTAINMENT:**

<b>Level</b>	<b>School</b>	<b>Date</b>
College	Far Eastern University BSC in Tourism Management	SY: 2003-2007
High School	St. Dominic Academy Pulilan Bulacan	SY: 1999-2003

**Character Reference:**

Mae Cris Sofia Gutierrez  
Sportsbook Team leader WHG/ Virtual Assistant  
09062032853

Alekhine Khino Caimol  
KMC  
09374145131

