



# ALFREDO M. OPINION, JR.

Workforce Services Associate

## PROFILE

Date of Birth : March 18, 1997  
Place of Birth : Tagudin, Ilocos Sur  
Civil Status : Single  
Religion : Protestant  
Nationality : Filipino

## CONTACT

PHONE:  
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## AWARDS

December 2022 Alinta Best Innovation Awardee  
January 2023 Alinta Best Innovation Awardee  
February 2023 Alinta Best Innovation Awardee  
May 2023 Alinta Best Innovation Awardee  
FY23 Q3 Alinta Elite Awardee  
FY23 Q4 Alinta Elite Awardee  
June 2023 Client Spotlight  
FY23 Q4 Alinta Best Innovation Awardee

## HOBBIES

Cycling  
Online Gaming  
Playing Basketball

## EDUCATION

**Philippine State College of Aeronautics**  
2013 - 2017  
Bachelor of Science in Aircraft Maintenance Technology  
**Saint Augustine's School**  
2009 - 2013  
Secondary Education  
**Sevilla Elementary School**  
2003 - 2009  
Elementary Education

## WORK EXPERIENCE

**Accenture, Inc. - Workforce Services Associate**  
July 2021–Present  
*Performs real-time support to operations team and advanced coordination of all reviews and offline activities.*

**Accenture, Inc. - Customer Service Associate**  
January 2019–July 2021  
*Dedicated customer service representative for calls and back-office tasks.*

**SITEL Philippines Corporation - Customer Service and Fraud Transaction Associate**  
January 2018–January 2019  
*Provide customer service tasks such as taking customer payment, updating acct information, and upgrade customers credit card acct.*

## SKILLS

