**ANITA**

**ANITA.336111@2freemail.com**

**EDUCATION**

Bachelor of Science in Computer Science

Graduted 1993

AMA Computer College

Makati City

**WORK EXPERIENCE**

April 2016 to Present TECHNICAL SUPPORT ASSOCIATE

 AT&T UVERSE ACCOUNT, U.S.A.

VXI GLOBAL

 WalterMart, Munoz,

 Quezon City, Philippines

**DUTIES AND RESPONSIBILITIES**

* Answer incoming customer calls
* Provide assistance for registration, email creation, physical line signal testing, modem/filter set-up, plus email, browser, and modem troubleshooting
* Interact and coordinate with other departments to resolve customer issues
* Determine further action or final completion on customer cases received.
* Upgrade existing services upon customer’s request
* Test, analyze and clear customer reported trouble
* Make notations via computer terminal
* Interpret customer records and repair tickets
* Escallate customer trouble issues when appropriate

March 2013 to CUSTOMER SERVICE REPRESENTATIVE

February 2016 SPRINT ACCOUNT, U.S.A.

TELEPERFORMANCE GLOBAL

 TELEMARKETING & TELESERVICES SOLUTIONS

 Shaw Boulevard, Pasig City, Philippines

January 2011 to TECHNICAL SUPPORT REPRESENTATIVE

February 2013 AT&T ACCOUNT, U.S.A.

CONVERGYS PHILS., CORPORATION

 Diliman, Commonwealth Center

 Commonwealth Ave., Diliman,

 Quezon City, Philippines

January 2009 to CUSTOMER SERVICE REPRESENTATIVE

November 2010 HIRERIGHT ACCOUNT

AEGIS PEOPLE SUPPORT

 Rockwell Business Center

 Ortigas Avenue, Pasig City, Philippines

March 1997 to May 2000 EXECUTIVE SECRETARY

 INLAND MANPOWER CONTRACTING INTERNATIONAL, INC.

 Makati City

February 1993 to March 1997 EXECUTIVE SECRETARY

 AG&P COMPANY OF MANILA, INC.

 Overseas Manpower Division

 Salcedo Village, Makati City

**DUTIES AND RESPONSIBILITIES**

* Receive all types of communication from various overseas and domestic clients;
* Provide copy to all concerned for their information and appropriate action;
* Prepare various communication and send via facsimile machine;
* Provide feedback to various overseas clients regarding the status of requested personnel upon confirming from from Processing Section;
* Entertain overseas clients’ queries via telephone call;
* Coordinate with Hotel Account Executive and request for Company’s Corporate discount;
* Arrange hotel reservation for incoming clients;
* Arrange airline reservation/booking for various clients and workers bound for overseas assignment;
* Prepare Petty Cash request for EVP Office’ expenses such as representation expenses and prepare liquidation of the same to be submitted to finance department;
* Coordinate with the building Adminitrator’s Office regarding maintenance issues;
* Send important documents via courier service;
* Arrange and maintain all files;
* Maintain logbook of incoming and outgoing communicatin;
* Place, answer and screen telephone calls.

**PERSONAL INFORMATION**

DATE OF BIRTH March 19, 1972

NATIONALITY Filipino

RELIGION Catholic

CIVIL STATUS Separated

HEIGHT 5 “0’

WEIGHT 110lbs