**CURRICULUM VITAE**

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**Name : JESSIELOU**

**JESSIELOU.338006@2freemail.com**

**PERSONAL DETAILS**

* Age : 25 years old
* Date of Birth : July 17, 1991
* Place of Birth : Cebu City, Philippines
* Gender : Female
* Nationality : Filipino
* Marital Status : Single
* **Passport Details** :
* Place of Issue : Cebu City
* Date of Issue : March 16, 2015
* Expiry Date : March 15, 2020

**SUMMARY OF QUALIFICATIONS:**

* Computer literate and knowledgeable in Microsoft Office applications
* Knows basic troubleshooting in hardware
* Ability to understand and execute instructions
* Fast learner and is able to multitask
* Highly motivated to work and energetic; flexible; adapt easily to change of environment and work schedule

**EDUCATIONAL ATTAINMENT**

**COLLEGE EDUCATION:**

School : SAINT PAUL COLLEGE FOUNDATION INC.,

Address : Bulacao, Cebu City

Course : Bachelor of Science in Computer

Year attended : 2007 - 2011

Completion Date : March 2011

**SECONDARY EDUCATION:**

School : ABELLANA NATIONAL SCHOOL

Address : Osmeña Boulevard Cebu City

Year attended : 2003 - 2007

**PRIMARY EDUCATION:**

School : MAMBALING ELEMENTARY SCHOOL

Address : Mambaling Cebu City

Year attended :1997 - 2003

**WORK EXPERIENCE:**

**Position : SME (Subject Matter Expert) / Customer Support Professional III**

Duration of Employment : July 05, 2012 – March 10, 2016

Years of Experience : 3 years and 8 months

Name of Company : Convergys Philippines, Inc.

Account : Sprint Back Office

**Job Responsibilities:**

* Responsible in maintaining and enhancing the team’s product knowledge
* Regularly update the agent’s daily performance
* Work hand-in-hand to improve agent’s quality performance
* Ensures processes are up-to-date and relevant
* Provides real time support for the team
* Help out in managing team’s performance
* Responsible in aligning customer’s phone plans based on the company’s policies and procedures
* Provides technical coaching to correct and improve agent’s performance
* Provides immediate resolutions to customer’s issues

**ACHIEVEMENTS:**

* **Promoted as an SME (Subject Matter Expert)**
* **Promoted as Customer Support Professional III**

(Achieving the highest possible CPH (Cases per Hour) while maintaining the QA Scores of 100% from April 2013 – April 2014)

* **Promoted as Customer Support Professional II**

(Achieving the CPH (Cases per Hour) as per program goals and maintaning a 100% QA Scores for 6 months (April – September of 2013)

* **Top agent for the month of December 2014**

(Top agent who got the highest possible scores for CPH (Cases per Hour) and a 100% QA Scores for the month of December 2014)

* **Top agent for the month of May 2014**

(One of the top agents who got the highest possible scores for CPH (Cases per Hour) and a 100% QA Scores for the month of May 2014)

* **Site Champion**

(Achieving the highest possible CPH (Cases per Hour) while maintaining the QA Scores of 100% from April – June of 2013)