

Curriculum Vitae
Of

SHEILA MARIE AMPIL CRUZ

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CAREER OBJECTIVE: To work in a new and different environment that will allow me to sharpen what I have learned from school and my previous jobs. To gain more knowledge that will allow me to be better in my chosen field.

WORK EXPERIENCE

Name of Company : **Pass the Property**
Position : Virtual Assistant / Service Accommodation Specialist
Duration : October 2021 to October 2022
Location : passtheproperty.co.uk (Home – Based Job)

Name of Company : **Kasa**
Position : Virtual Assistant / Guest Support Specialist
Duration : August 2021 to October 2021
Location : Kasa.com (Home – Based Job)

Name of Company : **Cyberbacker**
Position : Cyberbacker / Virtual Assistant
Duration : July 2018 to August 2021
Location : Cyberbacker.com (Home – Based Job)

Name of Company : **National Disability Credit Alliance**
Position : Virtual Assistant / Customer Support Specialist
Duration : January 2018 to June 2018
Location : Upwork.com (Home – Based Job)

Name of Company : **Monterrey – Kehe's Fresh Solution**
Position : Customer Support Specialist / Purchasing Assistant
Duration : September 2017 to January 2018
Location : Upwork.com (Home – Based Job)

Name of Company : **Concentrix-Synnex Philippines**
Position : Customer Support Specialist
Duration : September 2016 to August 2017
Location : SPARKS PLACE 10th Ave, Cubao, Quezon City, 1109 Metro Manila

- Analyze customer complaints and provide appropriate corrective actions.
- Track, follow-up and resolve customer's outstanding issues in a timely fashion.
- Develop customer service programs in order to provide outstanding service.
- Prepare documentation and reports on routine customer correspondence for future reference purpose

Name of Company : **Global Outsourcing Services Philippines, Inc**
Position : Customer Support Specialist
Duration : October 2013- March 2014
Location : 11F, Net Cube Building 30th Street cor 3rd Avenue BGC Taguig

Duties and Responsibilities:

- Analyze customer complaints and provide appropriate corrective actions.
- Track, follow-up and resolve customer's outstanding issues in a timely fashion.
- Develop customer service programs in order to provide outstanding service.
- Prepare documentation and reports on routine customer correspondence for future reference purpose.

Name of Company : **Larventech Inc.**
Position : Auction Management Specialist
Duration : March 2012 – October 2013
Location : 11F, Net Cube Building 30th Street cor 3rd Avenue BGC Taguig

Duties and Responsibilities:

- Collection of data as needed to ensure accurate and complete information is provided
- Uploading of all information to the auction site.
- First port-of-call for departmental inquiries.
- Receive all incoming phone calls for the department, answering basic questions regarding the auction

Name of Company : **Startek Philippines**
Position : Customer Support Specialist
Duration : January 2012 – March 2012
Location : 2/F Eton Corinthian Cyberpod Building Ortigas Avenue,
Corner EDSA

Duties and Responsibilities:

- Analyze customer complaints and provide appropriate corrective actions.
- Track, follow-up and resolve customer's outstanding issues in a timely fashion.
- Develop customer service programs in order to provide outstanding service.
- Prepare documentation and reports on routine customer correspondence for future reference purpose.

Name of Company : **VXI Global Solutions**
Position : Customer Support Specialist
Duration : November 2010 – April 2011
Location : SM Cyber 2 Jupiter and Zodiac St. CorBuendia Ave Makati City

Duties and Responsibilities:

- Analyze customer complaints and provide appropriate corrective actions.
- Track, follow-up and resolve customer's outstanding issues in a timely fashion.
- Develop customer service programs in order to provide outstanding service.
- Prepare documentation and reports on routine customer correspondence for future reference purpose.

Name of Company : **SITEL Philippines**
Position : Customer Support Specialist
Duration : March 10, 2008 to January 11, 2010
Location : Sitel Philippines (OJV) Dona Julia Vargas Ave. Pasig

- Analyze customer complaints and provide appropriate corrective actions.
- Track, follow-up and resolve customer's outstanding issues in a timely fashion.
- Develop customer service programs in order to provide outstanding service.
- Prepare documentation and reports on routine customer correspondence for future reference purpose.

EDUCATIONAL BACKGROUND:

Tertiary :Trinity University of Asia
Bachelor of Science in Psychology
2014 - 2016

: St. Joseph's College Quezon City
Bachelor of Science in Psychology
2004-2007

Secondary :St. Mary's College of Baliuag
2000- 2004

Primary :Mayi Montessori School
1994 – 2000

PERSONAL INFORMATION:

Date of Birth : 28December 1988
Age : 33 yrs. old
Place of Birth : Quezon City, Philippines
Civil Status : Single
Nationality : Filipino
Dialect Spoken : Tagalog / English
Religion : Roman Catholic

CHARACTER REFERENCE:

Sheilla Deseo
Pass the Property - Manager
09262539088

Erikk Salvador
Larventech Inc. – Team Leader
09190037800

Lewie De Leon
Bell Canada – Team Leader
09613206702

Sheila Marie Cruz