

**HENRY S. SUACILLO II**

Blk 2 Lot 16 Villa Carolina 1 Tunasan, Muntinlupa City

Mobile No. # (0928)353-33-72

Email: [henry\\_suacillo@hotmail.com](mailto:henry_suacillo@hotmail.com)

---

**Personal Background**

Birthday: January 26, 1984

Birthplace: Manila

Age: 39

Citizenship: Pilipino

Civil Status: Single

Religion: Roman Catholic

Sex: Male

**Educational Background**

College:

**Collegio de San Agustin “BS Computer Science”**

(South Woods Biñan, Laguna)

(2000-2002)

High school:

**Mater Ecclesiae School** (San Pedro, Laguna)

(1996-2000)

Elementary:

**Mater Ecclesiae School** (San Pedro, Laguna)

**Seminars/Trainings**

6 months course “Advanced Computer Studies” in STI Computer Learning Center

- Systems Software & Hardware Setup
- Information Technology
- Computer Trouble Shooting
- Systems Maintenance
- Advanced Internet Browsing
- Email Etiquette For Business Productivity
- Product Upselling 101

## **Job Experience**

### **Sykes Asia Inc.**

(Sept 2005 - Mar 2006)

Technical Support Representative  
Pitney Bowes Account

### **APAC**

(Apr 2006 - June 2007)

Customer Service Representative  
Benefits / Claims Specialist  
Quality Assurance  
Horizon Account

### **eTelecare Global Solutions**

(Oct 2007 – Mar 2008)

Technical Support Representative  
Intuit Taxation Software

### **Sykes Asia Inc.**

(June 2008 – Jan 2009)

Technical Support Representative  
Quality Assurance  
Qwest DSL

### **Aegis People Support / Teleperformance**

(June 2010 – Feb 2015)

I.T. Help Desk for “American Home Mortgage”  
Service Activation Specialist for “Earthlink Business”  
I.T. Technical Support for “Samsung UK”

### **CITIBANK**

(Sept 2016 – Jan 2017)

Bank Officer for Citi Mortgage Inc.(CMI) USA

### **American Express**

(Oct 2017 – June 7, 2023 Present)

UK Customer Engagement Network

I hereby certify that all information stated in this document is correct upon my knowledge.