



# TUDOR LEE JOSEF BALBON

Label Review Agent - SME



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tljbalbon@gmail.com



Sta. Lucia Street, Mandaue City, Cebu

## EDUCATION

**BS Chemical  
Engineering (4th year)**  
Cebu Institute of Technology -  
University  
2017-2018

**BS Chemical  
Engineering (1st - 3rd  
year)**  
University of San Carlos -  
Talamban Campus  
2014-2017

## SKILLS

- Multitasking
- Attention to detail
- Critical Thinking
- Communication Skills
- Good Math Skills
- Quick Learner
- Knowledge in Microsoft Word and Microsoft Excel

## LANGUAGE

- English
- Filipino
- Bisaya (Cebuano)

## PROFILE

Label Review Agent with 1 year experience in data entry and SME role.

## WORK EXPERIENCE

### CONTACTPOINT 360

Feb 2023 - May 2024

Label Review Agent - SME

- Data entry; label review
- Assign and delegate workload allocation for the day
- Assist fellow agents with difficult tasks and reports
- Keep track of finished and unfinished tasks
- Communicate with clients regarding daily tasks and concerns
- Miscellaneous tasks including receipt reconciliation
- Submit end of day reports to team lead and clients

### KUMON AC CORTES

2018-2020

Kumon Instructor

- Organize and prepare students' worksheets
- Help explain and teach difficult lessons and methods in the students' worksheets
- Primarily assigned to higher level students (late high school level Math and early college level Math)

## REFERENCES

### EROLL DEL MONTE

Operations Manager

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### ZYE KRYLL CAÑETE

Team Lead

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