

# Efren A. Madarang

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## Objectives:

To be associated with a firm, that provides career development opportunities and to contribute in its progress through my knowledge and skill.

## Educational Attainment:

**Mabalacat Community High School**

**High School Diploma.**

S.Y : 2006 - 2010

## Certificates

**Global Communication Management Academy(GCMA)**

Certified at ePerformax Pasay

January 1 to January 10, 2018.

**Red Hat**

Certified at iQor inc, Philippines.

July 8 to july 15, 2017.

## Leadership Training

Certified at iQor inc, Philippines.

February 2016.

## Work Experience

January 2018 - November 10, 2018.

**TASKUS : DoorDash Food Services.** (<https://www.doordash.com/>)

Chat/Email/Phone Support.

- Assisting Dasher's (delivery man) with live orders.
- Answering inquiries of consumers such as  
Disputes/Refunds/Food is Late/Never Delivered.

June 2013 - December 2017

**iQor inc, Philippines : Sprint Nextel**

Customer Service then got promoted to Resolution Supervisor.

- Handling escalated call from agents.
- Daily performance audit report.
- Weekly performance audit report.
- Monthly performance audit report.
- Quality call audit.
- Managing performance strategy.
- Securing Team performance score.
- Recruitment Specialist for the Program.

## Personal Details

Age - 24

|                |   |                   |
|----------------|---|-------------------|
| Birth Date     | - | November 29, 1994 |
| Place of Birth | - | Tarlac City       |
| Height         | - | 5'6               |
| Nationality    | - | Filipino          |
| Father's name  | - | Franklin Madarang |
| Mother's name  | - | Cristine Aquino   |

This is to certify that the given information above  
Are all true. Character reference available upon request.

Efren A. Madarang  
Applicant