**CHERRY CRUZ TIMOLA**

**Lot 2 Block 2 Pearl street Torres subdivision Burgos, Rodriguez Rizal 1860**

**0956– 7590332 /** **cherry.timola625@gmail.com**

**CAREER OBEJECTIVES:**

To obtain a position that would best fit my qualification and develop further my knowledge skills for continuous career development.

**PERSONAL DATA:**

N-Name : Chen

Age : 39

Date of Birth : June 25, 1979

Place of Birth : Marikina

Height : 5’1

Weight : 90kgs

Nationality : Filipino

Civil Status : Married

Spouse Name : Paul Roent Jay-r T. Timola

Occupation : Client Manager

Father’s Name : Carlito A. Cruz

Occupation : Businessman

Mother’s Name : Lilibeth M. Cruz

Name of Children : Paula Cherrie C. Timola

 Carl Sean Paul C. Timola

**EDUCATIONAL BACKGROUND:**

TERTIARY / COLLEGE : **Centro Escolar University**

1996 – 2000 (College of Dentistry)

 Member: Science and Math club. Peer counselling group, Vice-President College of Dentistry

 Journalism. Photo- Journalist Acting / Dancing

 Member. Badminton and Swimming player

SECONDARY EDUCATION : **Roosevelt Rodriguez Rizal**

1992 – 1996

Member: Science, Math and Sining club. Journalism

And Paramedics officer. Badminton and Volleyball

 Player.

TERTIARY : **Burgos Elementary School**

1986 – 1992 Grade school Level

**EMPLOYMENT HISTORY:**

**TELUS INTERNATIONAL**

January 05, 2016 – Present

Outbound Sales Representative

* Offers promotion to Telus ccustomer
* Upgrade current plan to a higher plan
* Set up technician visit for the equipment upgrade
* Discuss changes on the bill

**AFNI PHILIPPINES (VERIZON**

May 2015 – September 2015

Technical / Sales / Billing Representative

* Assist customers with basic troubleshooting
* Offered new service to non-subscriber / set up new installation (phone/tv)
* Offered subscriber to upgrade to a higher plan / additional channels and equipment
* Assist customers with their billing inquiries, adjustments and promotions

**BIBO GLOBAL**

June 2014 – July 2015

Online English Teacher

* Teach Japanese students with basic English vocabulary
* Help Japanese students with English pronunciation
* Assist Japanese student with English reading materials
* Help them with English everyday conversation

**CONCENTRIX PHILIPPINES (DISH)**

October 2011 – January 2013

Technical / Sales / Billing / Retention

* Assist customer with troubleshooting and arrange technician visit
* Offered new service to non-subscriber / set up new account
* Offered to upgrade to a higher plans / additional channels and equipment
* Assist customer with their bill, adjustments and promotions
* Saving customers from cancelling their service

**SYKES (SIMPLEXITY)**

March 2011 – October 2011

Sales

* Assist phone subscriber with their plans (AT&T, Sprint, Verizon and T-mobile)
* Offered to upgrade their phone to a higher plan
* Offered to add phone accessories

**NCO (CAPITAL ONE)**

August 2010 – January 2011

Collections

* Collecting debts to Capital One Credit card holder
* Assist customers with their bill

**ICT GROUP OF MARKETING (CAPITAL ONE)**

June 2006 – July 2008

Credit Card Acquisition

* Offered new credit card to a non-Capital One credit Card
* Offered to Capital One card holder to upgrade to a higher credit limit

**Trec Global**

November 2005 – June 2006

Sales / Lead generation

* Offered Nursing scrubs and nursing gears
* Acquired emails, phone numbers, title and position

**VCI HOLIDAYS**

January 2002 – March 2004

Table Officer

* Offered Holiday Membership to invited guests
* Process contracts to new member
* Trained and supervise new Holiday Consultant

**CHARACTER REFERENCE:**

Herminigilda Anna Marie Abanes

* Venue Manager
* Astoria Resort

Erwin Rommel De Guzman

* Senior Manager for Multilingual Account
* kimdeguzman@gmail.com / 0917 – 7040936

Jasper Christian Cosico

* Sourcing Officer – Vendor Manager
* JasperChristianCosico@convergys.com
* 0917 – 8879774

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cherry Cruz Timola,

 Applicant