



# Audri Keifer M. Obligacion

☎ 0997-144-0092

✉ audrikeiferlmt@gmail.com

📍 Brgy Tinampo, Ligao City,  
Albay, Philippines

## PROFILE

Financial Management student nearing completion of degree requirements with professional customer service experience supporting Canadian telecommunications clients through Quantrics Enterprises Inc. Experienced in client communication, account management, problem resolution, and accurate documentation. Detail-oriented, organized, and eager to apply analytical and customer service skills in a remote professional environment.

## CORE SKILLS

- Customer Service
- Client Communication
- Administrative Support
- Microsoft Excel
- Data Entry
- Record Keeping

## WORK EXPERIENCE

April 2023 - March 2026

- **Joross Institute of Farming & Technologies, Inc.**

### Administrative Assistant

Managed business records, documents, and administrative files to support daily operations. Maintained spreadsheets and performed data entry with attention to accuracy and detail.

February 2026 - May 2026

- **Albay Agriculture Cooperative**

### Administrative Intern

Assisted with administrative and record-keeping tasks related to cooperative operations. Organized and maintained member and lending documentation. Performed data entry and supported daily office activities.

March 2021 - March 2023

- **Quantrics Enterprises Inc. (Bell Canada Account)**

### Customer Service and Retail Support Specialist

Handled inbound customer inquiries regarding billing, products, and services. Assisted retail representatives and customers with account, billing, and service concerns. Resolved complex customer issues while maintaining quality and performance standards.

## CERTIFICATIONS/TRAININGS

- NC II in Organic Agriculture
- Cooperative Business Continuity and Resiliency Planning
- Training Management (TM 1)

## EDUCATION

2019 - 2027

### Bicol College

Bachelor of Science in Financial Management

2015 - 2019

### Central Bicol State University of Agriculture

Doctor of Veterinary Medicine (Studies completed through 3<sup>rd</sup> year)

## REFERENCES

**Maricar B. Nares**  
Customer Support

**Phone** 09503809978

**Jairus Morano**  
Customer Support

**Phone:** 09662731564