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## Objectives:

Make sure to fulfill the duties that is being provided. With my knowledge and experience and believe that the task provided can be finished before the deadline. Provide a better service and assistance and a quality work.

## Work Experiences:

- Freight Process Outsourcing Solution Inc. - Clerk – 2018
- Qualfon – Customer Service / Technical Support – 2019
- TechMahindra – Customer Service Representative / TL – 2021

## Educational Attainment:

Elementary	Manaybanay ES	2004	2010
High School	Manaybanay NHS	2010	2014
College	Leyte Normal University	2014	2018

## Skills:

- Computer literate/ Good computer skill
- Microsoft Office (Word, Excel, Powerpoint)
- User accounts or Help Desk
- Can do office work like releasing and accepting documents and answers incoming and outgoing calls.
- Customer Service Specialist / Technical Service Specialist
- Doing admin Task. Sending Email, Answering Calls

## Description:

I am a college graduate who took up Bachelor of Science in Information Technology, graduated from Leyte Normal University. My first job was at Freight Processing Outsourcing Solution Inc. (FPOSI). I worked there as clerk and with my knowledge I was assigned to manage agent's users like RSA, RacF Id and FSI. I was also assigned to do an admin task, KPI reports, daily productivity, and other things that the clients needed. After working at FPOSI as all around clerk I applied at Qualfon as a Customer Service/Technical Support for 2 years and 3 months. My recent job is at TechMahindra Cebu. I worked there for 1 year and 3 months as an agent and after a year I became one of the Subject Matter Expert, after a month I received a promotion to become one of the Supervisor.