**Heddison Codizal**

BF Resort Village, Las Piñas City

[heddison.codizal@gmail.com](mailto:heddison.codizal@gmail.com)

0956 068 4216

Objective: Looking for a non-voice customer service position in a location closer to home.

WORK EXPERIENCE

CSR for **EXL Philippines**

Oct 22, 2023 to May 17, 2024

* Taking inbound calls for an online bank

CSR for **IGT**

June 13, 2022 up to August 12, 2022

* Taking inbound calls for an airlines account

**MAJOREL**

CSR- Manual Order Review

February 28 to March 4, 2022

* Responsible for double checking orders via email before processing them.

Back office agent for **SYKES**

Oct,2021 to February, 2022

* Chat support agent
* Assisting our customers and communities overcome their most important financial challenges.

Helpdesk Analyst for **ATOS**

*August 25, 2020 to June 4, 2021*

* Taking inbound calls for technical/network related issues
* Responsible for resetting passwords, unlocking and providing online troubleshooting for employees.

Helpdesk Technician at **Stefanini Philippines Inc.**

*March 17, 2017 up to July 1, 2020*

* Taking inbound calls for technical/network related issues
* Responsible for resetting passwords, unlocking and providing online troubleshooting for online students and employees.
* Accounts (Financial, Educational, Logistics)

Order Processing agent for **Teletech**

*March 2010 to August 2010 (5-month contract)*

* Responsible for taking orders of school books for different states in the US

Quality Control Agent **Scopeworks Asia, Inc.** **- Makati**

*December 2008 to February 2010*

* Responsible for converting voice messages into SMS for US and Australia

**SKILLS**

35-43 wpm

Tenzing Verify (software) usage

Microsoft Office (Word, PPT, Outlook)

Customer Service

**EDUCATION**

BS in Computer Science Informatics – Alabang

June 2004 to June 2008