



# IRWIN ZULUETA

## DIGITAL BUSINESS MANAGER

### PROFILE

To pursue a highly challenging and creative career where I can apply my existing knowledge, creativity, and contribute effectively to the organization.

### WORK EXPERIENCE

**Retentions Specialist** AUG 2020 - DEC 2021  
Quantrics Enterprises Inc.

- Provides Satellite TV and Mobility Technical Support, Process Billing and Payment concerns, process upgrades and downgrades for Bell Canada clients
- Mastery in providing the best offer to retain customer who are wanting to cancel their services.

**Customer Service Representative** MAY 2018 - JULY 2019  
HSBC Electronic Data Processing Phil.

- Provides expertise in all banking concerns for HSBC UK Clients including but not limited to, process payments and creating standing order and direct debits, process pre-checks to avail of credit cards and loan and assisting in trouble shooting online banking concerns.

**Retentions Specialist** AUG 2015 - NOV 2017  
Concentrix Services Corporation

- Provides Satellite TV and Mobility Technical Support, Process Billing and Payment concerns, process upgrades and downgrades for Bell Canada clients

**Technical Support Representative** JULY 2013 - AUG 2014  
Convergys Services Incorporated

- Provide Technical Support for U-Verse Business Customers

**Help Desk** APRIL 2011 - DEC 2012  
Orchid Cybertech Services Inc.

- Provide Technical Support for Australian Business Customer

**Technical Support Representative** JULY 2007 - JULY 2010  
Teletech Cust. Care Management Phil

- Provide Internet Technical Support for US Customers.

### CONTACT

+63 928 201 1038

irwinzulueta@gmail.com

39 3rd St Veterans Village,  
Brgy. Pasong Tamo,  
Quezon City Philippines

### EDUCATION

May 2022 - Oct 2022 (987hrs)  
ASIA PACIFIC CAREGIVER AND  
HEALTHCARE TRAINING CENTER, INC

- Caregiving NC II
- Health Care Services NCII

June 2002 - Oct 2006  
ST. PAUL UNIVERSITY PHILIPPINES

- Bachelor of Science in Computer Science and Bachelor of Science in Information technology

### SKILLS

- Excellent communication
- Great interpersonal skills
- Awesome multitasking abilities
- Attention to detail and accuracy
- Independent and also a teamplayer
- Critical Thinker
- Dedicated

### REFERENCE

Junamy Reyes  
APCHTC, Inc / PTRP  
Phone: +63 917 684 5291

Genee Precy Arceño  
HSBC EDP / Supervisor  
Phone: +63 917 125 4150