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| Isadora HInoguin | | |
| +639634302161 Blk 6 Lot 41 Pagsinag Place East, Sabang Naic Cavite 4110  [ysahinoguin@gmail.com](mailto:ysahinoguin@gmail.com) | | |
|  | To whom it may concern,   Thank you for taking the time to review my resume. I am interested to apply to your good company. My resume is enclosed for your assessment.   My Qualifications:  \* Engaging with customers, understanding and addressing their concerns and resolving them in a timely manner.  \* Has proficiency with computer and basic to average English communication skills. \* Has completed atleast 2yrs college.  \* Has a total of 6yrs BPO experience supporting customers.  \* Can work together with people to achieve goals.  \* Flexible in adapting to changes.    I hope you will find that I am qualified for the position you are trying to fill. Please let me know, If I can provide you with any further information on my background and qualifications. I appreciate your taking the time to review my credentials and experience. Again, thank you for your consideration.    Sincerely,    Isadora Hinoguin |
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|  | | | | | Isadora HInoguin  +639634302161 Blk 6 Lot 41 Pagsinag Place East, Sabang Naic, Cavite 4110  [ysahinoguin@gmail.com](mailto:ysahinoguin@gmail.com)   I have been working as a technical support for six years in BPO. I possess strong skills in customer communication and empathy, along with excellent analytical abilities for troubleshooting issues. | | |
| Experience | | | | | | | |
| April2022-December 2024 |  | |  | Movate Philippines inc. Address: Bonifacio Technology Center, 31st Street corner 2nd Avenue Bonifacio Global City, Taguig, 1634 Metro Manila  I worked as a Technical Support Engineer at this company for 2 years and 8 months. My account is with a company that specializes marine products, including chartplotters, transducers/sonars, and radars. We assist customers in finding the most suitable products for their fishing trips, troubleshooting any issues with their products, and helping them better understand how to use their equipment. | | | |
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| September 2018-December 2o21 |  | |  | Concentrix Philippines Address: Glorietta 5, Ayala Center, Ayala Avenue, Makati, 1200 Metro Manila  I worked as a technical support representative for a U.S. telecommunications account for three years, where I was responsible for troubleshooting internet, television, and phone services, as well as scheduling technicians when necessary. | | | |
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| Education | | | | | | | |
| June2013- April 2014 |  | |  | polytechnic university of the philippines Bachelor in Secondary education Major in Social Studies | | | |
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| June 2012- April 2013 |  | |  | polytechnic university of the philippines Bachelor of Science in Accountancy | | | |
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| Skills | | | | | |  |
| * Excellent communication skills, both verbal and written * Attention to detail and accuracy * Ability to collaborate effectively with healthcare providers and other team members | | | | | |  |