

Joshua C. Madalag

*14 st. Justinville subd. Panapaan 7 Bacoor City, Cavite
09451504831 / ashlealonte@gmail.com*

OBJECTIVE: - *To acquire a position where I can share and apply all the skills and personality that I've learned from my job experiences and educational attainment.*

PERSONAL INFORMATION:

Age: 26

Civil Status: Single

Citizenship: Filipino

D.O.B: June 12, 1997

P.O.B: Bacoor, Cavite

EDUCATIONAL ATTAINMENT:

DATACOM IMUS 2nd yr undergraduate in B.S Information Technology S.Y 2013-2015

GENERAL EMILIO AGUINALDO NATIONAL HIGH SCHOOL S.Y 2009-2013

SAN AGUSTIN ELEMENTARY SCHOOL S.Y 2003-2009

JOB EXPERIENCES:

Company name: CONVERGYS

Position: TSR

Duration: October 2015 - January 2017

Tasks: Taking Inbound calls and perform troubleshooting step

Company name: Eperformax

Position: TSR/CSR

Duration: February 2017 - December 2018

Tasks: Answer Customer's queries, discuss bills and perform troubleshooting steps

Company name: Conduit Global

Position: Senior chat representative

Duration: January 2019 – April 2019

Tasks: Answer Customer's queries, discuss bills and perform troubleshooting steps via chat

Company name: Afni Phils

Position: TSR/CSR

Duration: March 2020 - September 2020

Tasks: Answer Customer's queries, discuss bills and perform troubleshooting steps

Company name: Callmax Solutions

Position: TSR/CSR

Duration: October 2020 - July 2022

Tasks: Answer Customer's queries, discuss bills and perform troubleshooting steps

Company name: TPG Telecom

Position: TSR/CSR

Duration: August 2022 - December 2022

Tasks: Answer Customer's queries, discuss bills and perform troubleshooting steps

Company name: Microsourcing / Optum

Position: Answering Service Operator

Duration: March 2023 - December 2023

Tasks: Taking messages and forward messages to different hospitals

Company name: Homeaglow

Position: Sales Agent

Duration: March 2024 - July 2023

Tasks: Sell home cleaning services

I hereby certify that the above information is true and correct to the best of my knowledge.

Applicant