KEISHA CAMILLE N. FEDERICO

# 14 Grace Pauline, Mabayuan

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**WORK EXPERIENCES:**

# Company’s Name: Sutherland Global Services

Clark Freeport Zone, Pampanga **November 2013-February 2014 Job Position:** Technical Consultant

# Job Responsibilities:

* + Receives phone calls from U.S. customers.
	+ Assists/resolves technical issues regarding Hughes Net satellite internet connectivity.
	+ Process service or installation requests, provide advice to maximize, quality internet reception.

# Company’s Name: Moonkkang Talk Inc.

SBECC Admin Bldg. Efficiency St. SBGP 1, Subic Bay Freeport Zone, 2222

# July 28, 2014- August 30, 2016

**Job Position:** Full-time office-based Online ESL Teacher to South Korean students

# Job Responsibilities:

* Provides English language lessons to South Korean students through video class or phone class.
* Monitors and evaluates students’ progress.
* Gives recommendations on how to improve their English grammar, vocabulary, and pronunciation.

# Company’s Name: ABC360 Hong Kong Shawn Technology Ltd.

Philippine Branch

# September 11, 2016 – September 9, 2019

**Job Position: Full-time home-based Online ESL Teacher to Chinese students Job Responsibilities:**

* Provides English language lessons through online service tools (Skype or QQ) including HK Shawn’s platform.
* Monitors and evaluates students’ progress.
* Gives recommendations on how to improve their English grammar, vocabulary, and pronunciation.

# Company’s Name: Exact Star BPO Services

SBECC Admin Bldg. Efficiency St. SBGP 1, Subic Bay Freeport Zone, 2222

# November 18, 2019 –May 20, 2020

**Job Position:** Customer Service Representative (Technical Consultant)

# Job Responsibilities:

* Receives phone calls from U.S. customers to assist them with their technical and billing concerns with their mHelpDesk software subscription
* Assists customers on how to use mHelpDesk software features via Zoom meeting.
* Provides teaching demo videos to customers on how to navigate their mHelpDesk software using Snagit.
* Provides follow-up emails to customers about their mHelpDesk billing and technical issues.
* Communicate with the mHelpDesk team using Slack.

# Company’s Name: Southeast Integrated Scooling Inc.

2nd flr Yese Bldg, Lots 6 7 & 8 Greenwoods Park, CBD Area Subic Bay Freeport Zone, 2222

# November 25, 2020 –June 18, 2021

**Job Position:** Part-time online ESL tutor to South Korean students

# Job Responsibilities:

* Conducts online ESL classes using Zoom.
* Monitors and evaluates students’ class performance by giving proper corrections and recommendations to help them improve their English skills.

# Company’s Name: Weblio Philippines, Inc.

6th floor, ITC Building, 337 Sen. Gil Puyat Ave., Makati City, 1209 Philippines

**October 2020 – February 2022**

**Job Position: Part-time online ESL tutor to Japanese student**

**Job Responsibilities:**

* Provides online tutorial services to Japanese students for the improvement of their English communication skills through WebRTC (Weblio’s teaching platform).
* Monitors and evaluates students’ class performance by giving proper corrections and recommendations to help them improve their English skills.

# Company’s Name: Ingram Micro

**April 18, 2022 – February 16, 2024**

12th Floor, 2 WS Building McKinley Hill, Bonifacio Global City Taguig 1634 Philippines

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**Job Position: Associate II, Customer Support**

**Job Responsibilities:**

* Process credit or refund for the products that the Ingram Micro Resellers want to return.
* Monitors the shipment of the customer’s orders in Purolator, UPS, Canada Post, or FedEx.
* Filing and investigating the lost shipment claim requests of the customers for their orders.
* Processing product return requests from the customers.
* Informing the customers of the ETA of their orders.
* Assisting customer on how to use the Xvantage portal so they could submit their products return and claim requests on their own.
* Processing re-invoicing for the errors that the sales representatives have made to issue the customers correct invoices for their orders.
* Processing the credit and debit for the orders that have over shipment.
* Answering calls via Jabber/Finesse to assist the customer for their concerns.
* Correcting pricing discrepancies in the customer invoices.
* Coordinating with the carriers for the investigation of the short shipment and lost shipment of the orders.
* Working with Ingram warehouse representatives for the credit of product returns, investigation of short shipment, over shipment, and lost shipments of orders.
* Requesting return exception approval to the vendors for the out-of-warranty product returns.
* Issuing shipping labels for the items the customer wants to return.
* Coordinating with the carriers for the pickup and delivery of the items the customer wants to return.
* Processing replacements for the wrong orders.
* Answering and transferring the calls to the correct department such as sales, technical, warehouse and purchasing team.

# EDUCATIONAL BACKGROUND

Gordon College, Olongapo City, College of Midwifery, 2010 – 2012

# ELIGIBILITIES AND ACHIEVEMENTS

Board passer, Midwifery Board Examination, April 2012. 120 Hour Certificate in TEFL with TEYL

120 Hour Certificate in TESOL