

## **KEISHA CAMILLE N. FEDERICO**

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### **WORK EXPERIENCES:**

#### **1. 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.

#### **2. 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.

**3. 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.

**4. 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.

**5. Company's Name: Southeast Integrated Schooling Inc.**

2<sup>nd</sup> 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.

**6. Company's Name: Weblio Philippines, Inc.**

6<sup>th</sup> 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.

**7. Company's Name: Ingram Micro**

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

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

**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



