

Kristine Joy P. De Guzman

Email: kristinejoydeguzman00@gmail.com

Contact#: 09051163882

OBJECTIVE:

"To enhance my skills with my chosen career and path."

EDUCATIONAL BACKGROUND:

Skill Power Institute - June 2006 to December 2006

Caregiver (Vocational)

TRAININGS ATTENDED:

Newfield International Training

Call center Training

WORK EXPERIENCE:

AFNI PHILIPPINES

Inbound Sales Agent

SiriusXM

August 8, 2017 – August 15, 2018

- **Handled account/s for SiriusXM, Inbound Sales department. Assisted customer with activating their radio on their car and the portable radios at home. Handled technical concerns and did basic troubleshooting. Did some upsell for additional radios (portable or vehicle radio).**

TAPALES PRODON WEE-TOE HIO & BOLASTIG LAW OFFICE

Paralegal Assistant/Office Secretary

March 2016 - July 2016

- **Did administrative chores and assisting attorneys with their legal works.**

CONCENTRIX PHILIPPINES

Certified Technical Support Associate

Dish Network

June 2015 - December 2015

- **Assisted customer with their dish satellite (technical issue) if needed to send out technicians for onsite problems that cannot be resolved over the phone.**

OMNIGLOBE INTERNATIONAL

Technical Support/Customer Service/Sales Associate/Chat Support

AT&T

June 2013 - June 2014

- **Provided assistance with customers that are having problems with Uverse also customers with problems with their phones and also customers with problems logging onto the AT&T website.**

CONVERGYS

Technical Support Associate

AT&T Uverse

September 9, 2009 - September 2012

- **Provided over the phone technical assistance with customers that are having problems with their phone, internet or cable subscription as well as technical problem with their cable tv.**

ELIPSYS INTERNATIONAL

Outbound Sales Representative

Virility

September 2008 - January 2009

- **Did some hardcore selling of male enhancements.**

ICT TELEMARKETING SERVICES

Technical Support Associate

Virgin Mobile USA

June 2007 - July 2008

- **Provided basic troubleshooting over the phone with customers that are having problems with their handsets. Assisted customers in topping up as well.**

CHARACTER REFERENCE:

Monica Maranan

Team Leader, SiriusXM IBS

AFNI Philippines

09332423180

Josephine Edrada

Inbound Sales Agent, SiriusXM

AFNI Philippines

09052077502

Niel Batisla-on

Inbound Sales Agent, SiriusXM

AFNI Philippines

09956117157