



PERSONAL INFORMATION

Surname: Mones
First name: Regie
Middle name: Napawit
Date of birth: September 8, 1989
Place of birth: San Joaquin, Iloilo City
Sex: Male
Civil Status: Married
Citizenship: Filipino
Height: 5'4
Weight: 75 kg
Residential address: Balabago, San Joaquin, Iloilo
Zip code: 5024
Mobile no: 09615663320

FAMILY BACKGROUND

FATHERS NAME

Surname: Mones
First name: Egino
Middle name: Sarabia

MOTHER'S MAIDEN NAME

Surname: Napawit
First name: Rita
Middle name: Sarino

EDUCATIONAL BACKGROUND

ELEMENTARY: Balabago Elementary
School 2001-2002

SECONDARY : Don Felix Serra National
High School 2006-2007

COLLEGE: University of San Agustin,
Iloilo 2008-2009(Undergraduate)
B.S in Medical Technology

Interface Computer College Iloilo
2012-2013(Octoberian Graduate)
B. S in Information Technology

SKILLS

Technical Support, Customer Support Specialist, Chat Customer Support, Email Customer Support, System Analysis and Design, Telemarketing, and Team Leader / Team Supervision skills.

TOOLS USED

Zendesk, Google Sheets, [Sticky.io](https://www.sticky.io/), and Gladly CRM

WORK EXPERIENCE

IT-OJT Spi Global (Nov. 2012-Feb. 2013 - 4 months)

Call Center Agent (TeleFlora-Outbound Caller @ Spi Global

Apr. 30, 2014 – May 16, 2014 - 2 Weeks)

Marketing Associate: Callbox Iloilo (June 9, 2014 – August 29, 2015 - 1 year & 2 months)

Transcom Iloilo (December 14, 2015 – February 14, 2016 - 2 months)

Customer Care: Teletech Iloilo (February 29, 2016 – April 8, 2018 - 2 years and 2 months)

Customer Care: PROOF - (--June 2018 - September 4, 2019 - 1 year and 3 months)

Customer Care to Team Leader:

XtendOps - (September 5, 2019 - August 31, 2025 - 5 years and 11 months)

