



## PROFILE

I am Roi Luigi S. San Ramon, 32 years old. I am applying for a job that suits my work experience especially as a CSR role. I can handle both Voice and Non Voice task as assigned and can type 35 WPM. I have experiences with email and voice supports as well as back office ticket issues.

I can prioritize work even in a remote work set up and requires minimal supervision while working under pressure, shifting schedules even night or graveyard shifts.

## CONTACT

**PHONE:**  
+639911711315

**CITY ADDRESS:**  
Unit 725 Tower B Isabelle de Valenzuela, Marulas Valenzuela City Metro Manila

**PROVINCIAL ADDRESS:**  
Happy Homes Phase 3 Brgy. Magang Daet, Camarines Norte

**EMAIL:**  
roiluigisanramon@gmail.com

## HOBBIES

Traveling outdoors  
Motorcycling  
Gunpla building  
Reading Books

# ROI LUIGI S. SAN RAMON

*Customer support representative, Customer care assistant, Process executive - Voice & Non voice*

## WORK EXPERIENCE

### CONVERGYS PASAY CITY [Customer support representative]

March 2014–November 2014

- Handled US Voice Telco account for postpaid customers with issues like monthly plan payment processing, mobile phone troubleshooting, and general inquiries.

### CONDUENT (Xerox) [Customer care assistant]

November 2014–May 2015

- Handled Non-voice email support for the app store services of a leading premium mobile phone manufacturer based in Cupertino, California USA.

### Jack Security and Investigation Agency [Field Supervisor]

June 2015–December 2019

- Handled Supervisory task for a local security agency in the province owned by a close family relative. Focusing on routine checks for security guards posted for clients.

### Cognizant Technology Solutions PH Inc. [Process executive Voice & Non Voice]

April 2023—Present

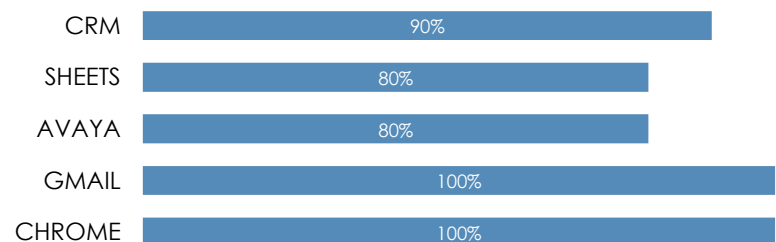
- Handling back office support for a leading search engine giant for locations and maps data scraping and updating.

## EDUCATION

### Aeronautical Academy of the Philippines (College Graduate)

Graduated Bachelor of Science in Aircraft Maintenance Technology

## SKILLS



## SELF ASSESSMENT BASED ON CSR METRICS

