
Rouen N. De Mesa

20 Franville 3, Zabarte Road, Brgy. Kaligayahan, Novaliches, Quezon City
+63-9605147268
demesarouen@gmail.com

SKILLS

- Proficiency in software (e.g. Microsoft Office, Adobe)
- Proficiency in design tools (e.g. Photoshop and Canva)
- Ability to write clear, concise reports, emails, and documentation.
- Strong speaking skills for presentations, meetings, and interactions with clients or team members.
- Customer Service.

EXPERIENCE

Customer Service Representative

AFNI

SM City Fairview, Quirino Highway, Quezon City
APRIL 2025 - JULY 2025

- US Telco Account (Onsite)

Marketing Head

Upscale Workforce Business Development

Hacienda Balai Condominium, Zabarte Road, Novaliches, Quezon City
APRIL - SEPTEMBER 2024

Customer Service Representative II

TTec Customer care Management Philippines

10/F 5 Ecom Center Block 18 Harbor Drive, Mall of Asia Complex, Pasay City
NOVEMBER 2023 - APRIL 2024

- Healthcare Account (Work from Home)

Customer Service Representative

InTouch CX

10/F Cyberpark Tower 1, Cubao, Quezon City
MARCH 2023 - AUGUST 2023

- International Home Listing Account (Onsite)

Accounting Clerk

Benny Layugan Shuttle Service

Unit 6 Valor Central, National Highway, Brgy. Parian, Calamba City, Laguna
NOVEMBER 2020 - SEPTEMBER 2021

Technical Support Representative

Concentrix CVG Philippines, Inc.

Northgate Cyberzone, Alabang, Muntinlupa City

OCTOBER 2019 - AUGUST 2020

- US Telco Account (Onsite)

Planning Assistant

Audrey Mark Enterprise

Brgy. Parian, Calamba City, Laguna

DECEMBER 2014 - DECEMBER 2015

EDUCATION

College **University of Nueva Caceres**

Naga City, Camarines Sur

2005 - 2006

BS Computer Engineering

Secondary **Pulo National High School**

Brgy. Pulo, Cabuyao City, Laguna

2005

Primary **Aurora A. Quezon Elementary School**

Galas, Quezon City

2000

CHARACTER REFERENCE

(Available upon request)