

## SHERWIN ESTIVA CRUZ



### CONTACT



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### SKILLS

Problem Solving

Multitasking

Adaptability

Customer Service

### OBJECTIVE

I seek challenging opportunities where I can fully use my skills for the success of the organization.

### EXPERIENCE

#### TaskUs

January 30, 2025 - July 10, 2025

Customer Service Representative  
(Content Moderation)

Examine user-submitted text, images, videos, and comments to determine if they adhere to company standards and guidelines

#### Tata Consultancy Services

October 2021 - September 2024

Customer Service Representative  
(EDF Energy)

Complete work orders for new customer connections and disconnections, and all transactions for closed and/or transferred utility accounts

#### Results Cx

October 2020 - April 2021

Results Associate  
(Sprint Telesales)

Documents customer calls in the database system; including resolutions, issues, and general notes

#### Alorica

August 2018 - February 2019

Customer Service Representative  
(Macy's)

To create a shopping experience that will make the customer feel welcome and comfortable. Performs other duties as assigned

#### Jollibee Foods Corporation

May 2010 - November 2012

Dining/Counter Crew

Process bills for the customer and also issue them receipts

### EDUCATION

#### Dalubhasaan ng Lungsod ng San Pablo

2018

Bachelor of Science in Business Administration  
San Jose Malamig, San Pablo City

#### Col. Lauro D. Dizon Memorial National High School

2008

Mabini Extension, San Pablo City

#### San Pablo Central School

2005

Rizal Avenue, San Pablo City



CamScanner

## REFERENCE

**Ms. Kristhel May Coronado - Tata Consultancy Services**

Supervisor

0966-598-2489

**Ms. Cherry Rose Honra - Tata Consultancy Services**

Trainer

0912-089-5108

**Mr. Lawrence Derillo - TaskUs**

Supervisor

0917-802-0475

## SEMINAR ATTENDED

- On Job Training (OJT) Orientation  
(President's Hall San Pablo Colleges, San Pablo City, Laguna)  
Strong written and verbal communication skills
- Experience in preparing financial statements Computer Skills
- Knows how to use standard office software including Word, Power point and Excel Affiliations
- Accounting Society

