### SHERWIN ESTIVA CRUZ



## CONTACT

9

494 Mabolo Street, Cembo Taguig City 1640

**\** 09072905101

@ cruzsherwin361@gmail.com

### **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 quidelines

### **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

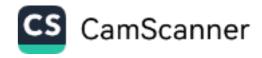
Col. Lauro D. Dizon Memorial National High School

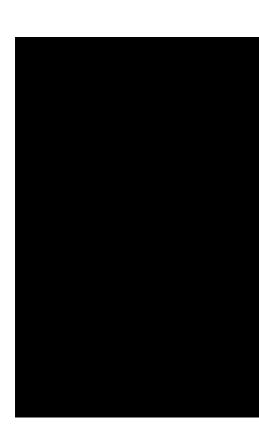
Mabini Extension, San Pablo City

San Pablo Central School

2005

Rizal Avenue, San Pablo City





# 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
- ${\boldsymbol \cdot}$  Knows how to use standard office software including Word, Power point and Excel Affiliations
- Accounting Society

