



SIDNEY SANZ

PROFILE

Obtain a job as a customer representative where I can use my exceptional interpersonal and communication skills to resolve customer issues and foster a positive relationship between the customers and the company.

CONTACT

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Block 7 Lot 9 Tierra Nova Bagumbong,
Novaliches, Caloocan City

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PERSONAL INFORMATION

Birthday	May 27, 1996
Birthplace	Manila
Age	28yrs. Old
Sex	Female
Nationality	Filipino

WORK EXPERIENCE

Infosys

Citizens Bank
Senior Technical Analyst
January 2023 – May 2025

- Receives and handles requests for service, following agreed procedures
- During change, acts systematically to respond to day by day operational needs and reacts to them, avoiding service disruptions and maintaining coherence to SLA and information security requirements
- Prioritizing and resolving IT concerns and escalating serious issues to relevant stakeholders
- Collaborating with internal departments to ensure that IT needs are met.
- Testing and analyzing IT system and software performance
- Handling calls from VIPs

Accenture

App/Cloud Analyst – MICROSOFT
Software Engineer
October 2022 – January 2023

- Troubleshoot and discuss technical solutions with appropriate development teams.
- Guide users through diagnostic and troubleshooting processes which may include use of diagnostic tools and software and/or following verbal instructions
- Identifies, investigates, and resolves users' problems with computer software.
- Work closely with application development to ensure that business needs and timeliness are met.

Afni Inc.

Technical Support Representative - VERIZON
June 2021 – August 2021

- Handle customer complaints, provide appropriate solutions and keep alternatives within the time limit
- Applies knowledge of computer software, hardware, and procedures

Teleperformance

Technical Support Representative – TELSTRA, SAMSUNG

September 2019 – May 2021

- Applies knowledge of computer software, hardware, and procedures to solve problems.
- Guide users through diagnostic and troubleshooting processes which may include use of diagnostic tools and software and/or following verbal instructions
- Identifies, investigates, and resolves users' problems with computer software and hardware
- Collaborates with programmers to explain errors and/or recommend modifications in program

EDUCATION

Cosmopoint International Institute of Technology

2015 - 2019

Bachelor of Arts in Multimedia Applications

Major in Video Motion Graphics

Dr. Carlos Lanting College

2014 – 2015

Bachelor of Science in Hotel and Restaurant Management

Holy Infant Montessori Center

Graduated class of 2013

Primary – Secondary

CERTIFICATIONS

- ITIL® Foundation Certificate in IT Service Management
- Continuous Improvement

KEY SKILLS AND CHARACTERISTICS

- Written and verbal communicator
- Knowledgeable in computer navigation
- Average – good communication skills
- Experience in documenting procedures
- Problem solving skills
- Photography/Videography
- Editing skills using Adobe software