

# SITTY SHAIBA D. ARON

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## Employment History

### ● CAPITAL ONE PHILIPPINES SUPPORT SERVICES CORP.

**Location:** Northgate Cyberzone Filinvest, corporate City, Alabang Muntinlupa City

**Position:** Sr. Operations Representative

**Date:** September 26, 2022 to February 4, 2025

**Job Description:** (From September 26, 2022 to February 2024)

Department: Digital Support

- Online banking troubleshooting & technical support
- Assist caller with online banking issues & inquiries
- Assist with technical issues with the online banking website and app on their smartphones
- Handles updating the customer's personal information, notification preference, & data privacy preference
- Handles resetting passwords, and unlocking their online banking account and provide all available troubleshooting steps
- Linking online accounts & un-enrollment
- Help customer review their transaction and purchases, process lost or stolen cards, and process card reissue

(From February 2024 to February 2025)

Department: C1PH Phone Channel Onboarding

- Handles credit card application & application inquiries for consumer and business account
- Process credit card applications over the phone
- Provides credit card application status
- Provides basic customer service assistance, processes lost or stolen cards, and process card re-issue

● **GENPACT**

**Location:** 12F Genpact bldg. Cyberpod Centris One, Eton Centris, Quezon City

**Position:** Process Associate

**Date:** September 23, 2020 to April 19, 2022

**Job Description:** Cross-trained with different split: RMS1 (Recruitment Management System level 1), Incident Report Specialist, & Digital Support

- RMS1: Assist all applicants and prospective candidates' inquiries, assist applicants in looking for their preferred retail store location, walk them through how and where to apply, walk them through the job portal website, & provide the status of their application.
- Incident Report Specialist: Assist store manager, & district manager in filing and processing incident reports and damages for any disaster that affects the store like natural disasters (flood, hurricane, etc.), police reports for break-ins, shoplifting, fraud, physical altercation, robbery, pest control, faulty coolers & other store equipment, assist them to change the password for safety deposit box, etc.
- Digital Support: Assist customers with their online inquiries via the store website and the app, walk callers through where and how to access their account online, and troubleshoot any issues on the website and the app on other devices.

● **TDCX PHILIPPINES (FORMERLY TELEDIRECT)**

**Location:** 23F Robinsons Cyberscape Beta Topaz & Ruby Roads, Ortigas Center, Pasig City 1605

**Position:** Customer Experience Specialist- Resolutions 1 Case Manager

**Date:** May 20, 2019 to March 3, 2020

**Job Description:** Assist clients (Hosts and guests/ platform users) for the following:

Blended job process- able to do inbound and outbound calls, email, and messaging

- Assists in general and specific inquiries about the platform
- Assists with online support
- Receive claims and process claims for both platform users [guests and hosts]
- Receive and process appeals
- Provides final decision on all cases within the scope of support of Resolutions 1 Case Manager

● **24-7 INTOUCH PH INC.**

**Location:** 3<sup>rd</sup>/F Corporate Tower, U.P. Town Center Phase II, Katipunan Ave., Diliman, Quezon City

**Position:** Customer Experience Associate (Non-voice)

**Date:** Oct 22, 2018 to April 15, 2019

**Job Description:** Email support for Passenger and Applicant accounts.

● **OPTUM GLOBAL SOLUTIONS (PHILIPPINES), INC. (FORMERLY UNITED HEALTH GROUP)**

HIPAA REGULATED/ A HEALTH CARE ACCOUNT

**Location:** 2<sup>nd</sup>/F Bldg. N, UP-Ayala Techno hub Commonwealth Ave. Quezon City

**Position:** Customer Service Representative

**Date:** June 15, 2016 to July 31, 2018

**Job Description:** Assist clients (different company employees) with the following:

- Provides medical & prescription benefit information.
- Process & solve issues for simple and complex medical claims & pharmacy claims.
- Research & reroute claims to different departments.
- Send/ request medical documents & other related documents.
- Investigate & answer other related inquiries etc.

● **CONCENTRIX (FORMERLY IBM)**

**Location:** 3/F Bldg. M, UP-Ayala Techno Hub Commonwealth Ave. Quezon City

**Position:** Customer Service Representative

**Date:** July 12, 2013 to May 02, 2016

**Job Description:** Client services- Online Banking, Customer Support Representative multi-skilled with

Level 1 Customer Support, Level 2 Customer Support, Credit Card Specialist, & Tax Group

- Provides Card activation & troubleshooting for online banking.
- Level 1 rep- Provides acct information & helps customers with regards to fraud, verifying transactions, disputes, ordering and canceling card orders, changing the status of the acct, changing acct type, updating the account info, upselling, locating branches, filtering any other type of calls & transferring calls to the other department, etc.

● **APAC CUSTOMER SERVICES INC.**

**Location:** Plaza C Northgate Cyberzone, Filinvest Corp. City Alabang, Muntinlupa City

**Position:** Customer Service Representative

**Date:** February 14, 2012– November 10, 2012

**Job Description:** Provides Satellite Radio Activation, basic troubleshooting, assist with billing and upselling products.

● **TELETECH**

**Location:** Level 1 & 2 Robinson's Place, Quirino Highway cor. Maligaya, Novaliches, Quezon City

**Position:** Customer Service Representative/ Book Seller

**Date:** October 18, 2011- January 17, 2012

**Job Description:** Assists with online shopping, processing and canceling orders & purchases.

● **SITEL PHILIPPINES**

**Location:** 15th floor Cybergate 1 bldg., Pioneer bonifacio Ave. Mandaluyong City

**Position:** Customer Service Representative

**Date:** May 30, 2011- October 13, 2011

**Job Description:** Provides Card activation & selling card benefits (May 30- August) / Fraud transaction Investigator— making sure that the customer's account is safe through verifying transactions & lifting the hold on the customer acct. (August 2011- October 13, 2011).

## **HIGHEST EDUCATION**

- Mindanao State University - Maguindanao

Datu Odin Sinsuat, Maguindanao, Philippines

B.S. Public administration (2<sup>nd</sup> Year College Undergraduate) S.Y. 2005- 2007

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## **CHARACTER REFERENCES**

To be issued upon request.