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CYRILLE JZAMES C. ROJO I

OBJECTIVES

To work in a company in which I can use my knowledge and skills and to be a part of an organization that values and appreciates one's moral and career growth. To also deal with future colleagues who can impart knowledge and experiences for my own improvement and expand my work experience and comprehension skills.

EXPERIENCE

OIJ Business Planners | Paranaque, Philippines – *Project staff Enumerator*

April 2013 – May 2016

- We're basically doing an interview for different people from Small scale Business to Large Scale Businesses
- I have been a translator for almost half a year while developing the questionnaire form from English to Tagalog. We're doing this so that people who are having a hard time understanding the English language would be able to fully understand the questions on their native tongue and give their sincere answers.
- We have also trained on how to properly conduct a survey in a professional manner.
- I have also practiced my data gathering skills while in this work field since we will be needing different information from our correspondent in order for us to contact them for an appointment setting or on the spot interview.

IBEX Global (Philippines) Inc. | Alabang Branch, Philippines – *Customer Service Representative (Chat, Email, and SMS support)*

MAY 2019 – NOVEMBER 2019

- I have been trained for mainly answering Chats and Email queries by our customers.
- Our common goal is to achieve a First Contact Resolution for our customer's initial contact
- We have been trained as well for providing Troubleshooting, On-site Troubleshooting, Account Handling, Logistics Tracking, Data gathering, and Customer Care.
- Have trained for CSR tools such as Verint for Timekeeping, Slack for communications, Zendesk for Emails and SMS inquiries, Calendly for Customers appointment schedules (outbound call request)

CONCENTRIX INC. | Ortigas Branch, Philippines – *Customer Service Representative (Chat Support only)*

DECEMBER 2019 – MARCH 2020

- Trained to handle Chat support queries and specialized account sensitive information handling.
- Providing our customer's a 5-star satisfactory rate service and aiming a First Contact Resolution as well.

EDUCATION

Monark Institute Foundation – *Heavy Equipment Technician*

MONARK INC. SAN PEDRO, LAGUNA, PHILIPPINES

Specialized Mechanical work for Heavy Equipment such as Dozers, Articulated Trucks, Excavators, Wheel Loaders, etc.

ELECTRON INSTITUTE – *Computer Hardware Servicing NCII*

Studied Computer basic hardware parts, conducted numerous maintenance and troubleshooting. Also studied, computer software applications such as MS tools (Excels, Word, Powerpoint, etc), Basic Adobe Photoshop, Basic Lightroom, Google Docs, etc.