

ABDUL HAKIM R. AMPATUA

MAKATI CITY, PHILIPPINES

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Objectives

To use my skills and expertise to be of service to clients whether in Translation, E-mails and Technical/Customer Service Representative.

To be part of a team that fosters excellence, integrity, and discipline in a harmonious environment

To acquire more knowledge and skills to aid in my professional growth and development

Experience

- **French Bilingual Benefits Concierge (League Inc.)**

August 23, 2021 – present, Infnit-O, MAAX, MOA, Pasay City

- Resolving members/HR Admins concerns through chat, email, and outbound call about claims for reimbursement, wide range of benefits coverage, troubleshooting their technical issues.
- Wide range of support between League's Clients (companies such as KPMG, Shopify, Unilever etc.) that offer insurance benefits to their employees through their Group Insurance Carriers (RBC, Manulife, Sunlife, Canada Life, Desjardins).

- **French Bilingual Customer Service Advisor (Pepco Energy Inc.)**

March 1, 2021 – July 14, 2021, Microsourcing, E-Commerce Quezon City, Philippines

- Wide range of support on billing, disputes, sales orders, sales returns, credits for Fuels (Regular Gas, Clear Diesel, Dyed Diesel, Lubes for machineries) and around 14,000 industrial products in the system.
- Resolving customer's concerns through inbound calls, emails, and voicemail for both residential and commercial clients.
- Doing first level troubleshooting on customer's technical issues for their HVAC System (Heating, Ventilation, Air Conditioning) before dispatching a technician.
- Doing some translations of documents from English to French and vice versa.

- **French Bilingual Technical Support Representative (Epson America and Canada)**

April 21, 2019 – February 27, 2021, Teleperformance, Edsa Greenfield District, Philippines

- Experienced in solid voice account for French Canadian
- Wide range of technical support on Epson Printers (Inkjet, Monochrome, All-in-one)
- Works on product's issues, on its connectivity with devices such as Wifi, Computers, Mobile.
- Doing some translations of documents from English to French and vice versa.

Awards

- Top French Agent for the month of September, November and January 2019, 2020
- 100% CSAT French Agent (February and March 2022)

Licences

- **120-Hour TESOL/TEFL Certificate**
February 06, 2020, World TESOL Academy (Accredited Teaching Qualification)
- **Licensed Professional Teacher (LPT) - Filipino Language**
September 30, 2018, PRC Manila
- **Diplôme D'études en Langue Francaise (DELF B1)**
April 02, 2019, Awarded by the French Ministry of Education

Skills

- Bilingual Speaker (Excellent Oral and Written Skills in French and English)
- Proficient in English Language
- Can efficiently carry a conversation with French Native Speakers
- Expert in Filipino Language
- French – English Translation and vice versa
- English - Tagalog Translation and vice versa
- Editing and Proofreading

Works/ Website Affiliation

- Upwork, Freelance website, Translation Directory, Proz, Fiver.
- I got some projects with clients for French translation and Tagalog proofreading and editing.

Education

- **04/21 – up to present Instituto Cervantes, Manila**
Spanish Language and Literature
B1 level
- **01/18 – 05/ 21 Alliance Francaise de Manille, Makati City**
French Language and Literature
(Finished B2 level)
- **03/13 – 04/17 Mindanao State University, Main Campus**
Bachelor of Arts in Filipino Language and Literature
(CGPA: 1.82)
 - I studied Filipino/Tagalog Language at the university. Translation was part of the curriculum, which was my fundamental training in this area.
 - I wrote Tagalog poems, short stories as part of our core trainings in the university. At present, I still write poems from time to time in Tagalog, English, French, and Spanish.
 - I translated my undergraduate thesis from Tagalog into English before it was published in the university library.
 - Licensed Professional Teacher (Filipino/Tagalog Language)

With Professional Education Units (24 units)

College of Education, Mindanao State University, Marawi City, Philippines

- Mindanao State University Wao High School
With Honor Awardee
- **Professional references will be provided upon request.**