



# CHRISTAL ERGUIZA

TECHNICAL SUPPORT

## CONTACT



### Phone

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### Address

Block 11 Lot 25 Galileo st.  
Malagasang 2b Imus Cavite

## EDUCATION

Associate Degree of Hotel  
and Restaurant  
Management

Our Lady Of Assumption College  
- 2006- 2011

## Date of Birth

November 25, 1989

## SKILLS

Basic Skills for Excel

Administrative Task

Microsoft Office

Basic Google Sheets

## LANGUAGE

English

Fluent

Filipino

Fluent

## PROFILE

Dedicated and well motivated technical support with 8.9 years of experience in BPO. Strong multi tasking, organizational, customer service and data entry skills. Aiming to leverage my qualification to fill a role at your organization.

## WORK EXPERIENCE

### TECHNICAL SUPPORT/ INTERN DATA ANALYST Sykes/Sitel | April 01, 2019 - February 25, 2023

- Create files for Data Analytics Team
- Facilitate training for TLs and Supports how to accurately Identify NSATs and create NSAT Analysis
- Consult/escalate cases
- Assist customers with troubleshooting steps for Google Home speakers errors through chats, emails and calls

### TECHNICAL SUPPORT

#### Telus | September 31, 2018 – March 31, 2019

- Investigate client's account for delinquency
- Identify quantity of quota for customer's storage
- Consult and submit customer requests for quota and storage increase
- Send email and chats with Google Cloud Engineering Team and Customer for coordination
- Create reports for cases

### SALES ASSOCIATE

#### VXI | March 2016 – February 2018

- Assisting customers in account activation
- Resolving customer's complains
- Cancelling accounts and refunding charges
- Selling Telecommunication products and services

### Customer Service

#### IQOR| August 2013- March 2016

- Assisting customers in account activation
- Resolving customer's complains
- Cancelling accounts and refunding charges
- Selling Telecommunication products and services
- Activating and cancelling phone lines
- Troubleshooting mobile phones