

Froilan Sarabia Mina, Jr.
B1 L25 San Gabriel Village Catalunan Grande Davao City
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0915-180-7295

Objective: To secure a responsible position in a progressive firm that will utilize my knowledge and skills and will provide growth opportunities.

Work Experiences:

Team Leader

Netzon Tech – October 1, 2024 - Current

VA- Data Entry Coach

NEXT BPO Solutions – July 27, 2021 – September 20, 2024

Team Leader for Inbound Retention/ Sales

Six Eleven Global Teleservices - June 4, 2020 – July 1, 2021

Category Associate and Support Services Specialist in e-Commerce

CRYLLS INC. April 11, 2018 – January 23, 2020

Customer Service Expert and Mentor

Alorica Davao – July 25, 2016- December 31, 2017

IT Helpdesk Analyst - Single Point of Contact

ATOS Cebu (former XEROX) - January 8, 2015- July 1, 2016

Technical Support Representative (tier 2)

Convergys Cebu- October 1, 2012- October 31, 2014

Technical Support Expert

Concentrix Davao- June 1, 2010- August 1, 2012

Educational Background:

2-yr Computer Technology

University of Mindanao Technical School, Toril Davao City 2006- 2008

Character References

Sheryl Garrovillo

Shift Manager/Next BPO Solution/09758993130

Yukaissa Paramata

Shift Manager/Next BPO Solution /09051477454

Regine Mangat

QA Manager/Next BPO Solution/09475250249

