



# JOHN NIÑO R. ESLIT

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## PRIMARY OBJECTIVES:

- To further **advance and unleash** my capabilities as I endeavor work experience on this prestigious company.
- To manifest my potential of becoming an **excellent personnel**...capable of becoming a valued **ASSET** to the company.
- To **financially assist** the ministry of my church at our community in their endeavor of saving souls for Jesus Christ.

## HIGHLIGHTS...

- 2 Years Experience in a Business Processes Outsourcing Industry (Call Center Industry)**
- 2 Years Experience Business Administration & I.T. Management**
- 3 Years Part Time Data Processor & Graphics Designer**

## CAPABILITIES:

### CALL CENTER EXPERIENCE: (Sykes Asia, I.B.M. and Teleperformance)

- **Excellent communication skills**, both **written** and **verbal**.
- Trained with Strategic Call Center Reporting - Quantitative and Qualitative Analysis and Reporting for Call Center Performance Evaluation. (As a Report's Analyst for an Accenture Account)
- Proven track record on phone and email support (Technical, Customer Service and Billing Support - Email)
- Ranked as consistent Diamond Employee - "Top Ranked Employee".
- Excellent attention to details or minute information to accurately resolve client's issues and requests.
- Proven management and supervisory skills. (Assists Operations Manager and Site Director)
- Typing speed at **85 WPM** and proficient with multi-tasking, manipulating available tools for faster resolution of customer issues.

### INFORMATION & COMMUNICATION TECHNOLOGY (I.C.T.):

- Advance skills in **Computer Installation, Maintenance & Troubleshooting**.
- Advance knowledge in **Microsoft Office** (Word, Excel, Powerpoint, Access) and **Graphics Softwares** (Corel Draw, Adobe Photoshop).
- Skills in **Computer Graphics Design, Web Server Management** and **V.O.I.P. Development**.
- **Knowledge in Network Installation & Maintenance**.

### CLIENT RELATIONS & MARKETING KNOWLEDGE:

- Excellent **P.R. and Customer Relations** abilities.
- Excellent **Communications Skills** (Oral, Written & Verbal).
- Capable of formulating **marketing systems and strategies**.

**AN APPLICANT WITH CHARACTER & STANDARD OF EXCELLENCE**



## ACADEMIC BACKGROUND:

### UNIVERSITY OF ST. LA SALLE

#### B.S. MANAGEMENT ACCOUNTING DEGREE

University of St. La Salle  
Bacolod City, Philippines  
**Graduated**

- Basic and advance knowledge in **Accounting, Auditing** and **Managerial Accounting** Reporting, Planning and Techniques.
- Rigid training on professional standards and ethics.
- Active participant of curricular and co-curricular activities of the institution.
- **RIGID PREPARATION FOR FUTURE CAREER EXCELLENCE.**

#### HIGH SCHOOL DIPLOMA

St. Joseph's High School  
Bacolod City, Philippines  
**Graduated**

- Trained on strict academic standards for tertiary education preparation.
- Handling leadership and management tasks.

## OCCUPATIONAL BACKGROUND:

#### REPORTS ANALYST

##### Teleperformance

G & 2nd Floor Luxur Place, Magsaysay Ave.-Cor. Lacson Sts. Bacolod City  
Tel. No. (034) 433-4115 [Local 2021]  
May **2007** - October **2007**

- Generates Account Reports and make Analysis for Management Use (DSL Account).
- Create Reports for Local and Client's Use.
- Consolidates reports to acquire information with regard Agent's ranking and Center Performance.
- Provides Agent's Rankings for Bonuses. (Locally and Client Based)
- Coordinate with fellow Reporting Analyst based abroad for consolidation and audit of reports.
- Acquired International Standards for BPO Reporting.
- Equipped with the company's strict international work standards.

#### CUSTOMER CARE SPECIALIST

##### I.B.M. - Daksh

30th Floor, PB Com Tower, 6795 Ayala Avenue Makati City 1781  
Tel. No. (02) 840-6000 [Local 8357]  
November **2006** - April **2007** ; January **2008** - March **2008**

- Assigned as Billing Support for Yahoo! Personals and Financial Services.
- Ranked as consistent Diamond Employee "Top Rank Employee".
- Top representative in terms of Email Per r Production and Customer Satisfaction Surveys.
- Assess and approves refund and cancellation of Yahoo! Premium recurring services.
- Assists fellow team mates to meet EHT and CSAT requirements of client.
- Equipped with the company's strict international work standards.

## OCCUPATIONAL BACKGROUND:



Graduate  
of the  
UNIVERSITY OF ST. LA SALLE

CURRICULUM VITAE

### **TECHNICAL SUPPORT REPRESENTATIVE**

**Sykes Asia**

25th Floor Robinson Summit Tower, Ayala Avenue, Makati City  
April 2006 - October 2006

- Assigned as Technical Support Representative for a DSL Account.
- In depth training on Server to Customer Network and Internet Connection Troubleshooting.
- Assessment and Approval of Technical Dispatch to Field.
- Average Call Time Performer and high CSAT and Quality Assurance scores.
- Troubleshooting (DSL Connection) via phone and upselling of DSL services.
- Actively participate in Team Development projects.
- Equipped with the company's strict international work standards.

### **HEAD OF OPERATIONS - VISMIN AREA**

**Webworld Corporation**

Unit 837 Cityland Pasong Tamo Tower, 2210 Chino Roces Ave., Makati City  
Telefax No. (0632) 413-4380  
February 2003 - November 2004

- Assigned as Visayas Branch's administrative and operations manager.
- Trained in Website Development and Maintenance.
- Handled Visayas Marketing Strategy and Development.
- Trained various personnel and formulated personnel development systems.
- Handled various accounting and administrative tasks.
- Formulated company's investment plan and strategies, encouraged investors to inject financial investment to the company.
- Equipped with the company's strict international work standards.

### **MARKETING & PRODUCTION STAFF**

**Pizza Hut Restaurant**

Ground Floor, Robinson's Place - Bacolod Branch, Bacolod City  
Telefax No. (0634) 441-0101  
2003

- Assigned as marketing and production staff.
- Assists the Store Manager in formulating local branch's marketing strategies.
- Handled lay-out of the local branch's marketing campaign paper materials (i.e. Newsletters, posters, certificates, I.D.'s etc).
- Rigid training on pizza production and marketing logistics.
- Handled various customer relations and acquired EXCELLENT P.R. SKILLS.
- Equipped and further trained with Pizza Hut strict work standards.

## **OCCUPATIONAL BACKGROUND:**



Graduate  
of the  
**UNIVERSITY OF ST. LA SALLE**

**CURRICULUM VITAE**

### **STORE MARKETING TRAINEE (S.M.A.R.T.)**

***Jollibee***

Ground Floor, Robinson's Place - Bacolod Branch, Bacolod City  
**2003**

- Assigned as marketing staff.
- Assists the marketing officer in implementing sales caravans, marketing promotions and pertinent marketing tasks.
- Rigid training on client relations and production skills.
- Handled various customer relations and acquired P.R. Skills.
- Equipped with the company's strict international work standards.

### **GRAPHIC ARTIST & COMPUTER MAINTENANCE OFFICER**

***J-Press Printing Press***

Lopez Jaena Sts., Bacolod City  
Telefax No. (0634) 435-0573  
**2002**

- Assigned as head Computer Lay-out Artist.
- Advance training in Computer Lay-out and design.
- Handled the company's computer maintenance.
- Equipped and further trained with strict standards in Computer Lay-outing.

### **GRAPHIC ARTIST & ASST. MARKETING STAFF**

***L.N.A.F. Graphics & Prints***

(Under Supervision of West Negros College) Back of West Negros College, Bacolod City  
**2001 - 2002**

- Assigned as sole lay-out artist of the company.
- Handled various lay-outing tasks i.e. Magazines, Posters, School Newsletters, etc.
- Rigid training on computer lay-outing techniques.
- Handled various marketing tasks and customer relations.

### **ASSISTANT SUPERVISOR**

***Interactive Planet Internet Café***

Ground Level, Lopues San Sebastian, Bacolod City  
**2000 - 2001**

- Handles equipment maintenance, inventory and operations management.
- Assists the supervisor as regard Marketing Strategies and Staff Management.
- Rigid training on computer technical, programming and internet café management.
- Handled various customer relations and P.R. Techniques.

### **INTERNET & TECHNICAL STAFF**

***V.R.A.C. Internet & Business Centre***

(Under Supervision of Informatics Computer Institute) West Negros College, Bacolod City  
**1999 - 2000**

- Assigned as Cashier and Technical Personnel.
- Rigid training on computer technical and internet cafe management.
- Equipped and further trained with Informatics Computer Institute strict work standards.

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## TRAINING & SEMINARS:

- **COMPUTER HARDWARE AND SOFTWARE MANAGEMENT**  
Informatics Computer Institute
- **WEBSITE DEVELOPMENT & MAINTENANCE TRAINING**  
Webworld Corporation
- **LAY-OUT DESIGN & TECHNIQUES**  
Informatics Computer Institute
- **DATA PROCESSING & MANAGEMENT TRAINING**  
Relyfaz Data Encoding Centre
- **STRATEGIC MARKETING TECHNIQUES & DEVELOPMENT SEMINAR**  
I-Cooler Marketing - CEBU
- **STOCKS TRADING AND INVESTMENT SEMINAR**  
University of St. La Salle - Society of Young Management Accountants
- **SEMINAR ON CERTIFIED MANAGEMENT ACCOUNTANT**  
University of St. La Salle - Society of Young Management Accountants
- **BANK INVESTMENT SEMINAR**  
University of St. La Salle - Society of Young Management Accountants
- **PERSONAL & SPIRITUAL DEVELOPMENT**  
Cornerstone Christian Church
- **LEAERSHIP AND EVANGELISTIC TRAINING**  
Cornerstone Christian Church

HUMBLE \* HONEST \* GOD-FEARING \* HARDWORKING \* WORK ORIENTED  
DEDICATION TO WORK \* ABSOLUTE RESPECT UPON DIRECT SUPERIORS AND TO COMPANY POLICIES.

## PERSONAL BACKGROUND:

AGE	:	<b>25 years old</b>
DATE OF BIRTH	:	<b>June 24, 1982</b>
PLACE OF BIRTH	:	<b>Bacolod City</b>
CIVIL STATUS	:	<b>Single</b>
HEIGHT	:	<b>5'6"</b>
WEIGHT	:	<b>128 lbs.</b>
NATIONALITY	:	<b>Filipino</b>
RELIGIOUS AFFILIATION	:	<b>Non - Denominational Christian</b>
PHYSIOLOGICAL STATUS	:	<b>Physically Fit</b>
LANGUAGE SPOKEN	:	<b>English, Filipino, Hiligaynon</b>

## PERSONAL REFERENCES:

<p><b>Ma. Isabel A. Frias</b> <i>Employee Relations Supervisor</i> <b>Teleperformance - Bacolod</b> Tel. No. (034) 433-4115 [Local 2021] Mobile No. +63921.746.3079</p> <p><b>Ms. Narissa Fe S. Dela Rosa</b> Transaction Quality Lead <b>I.B.M. Daksh</b> Tel. No. (02) 840-6000 [Local 8357]</p>	<p><b>Ms. Wowie Ocampo</b> Account Manager - Client Services. <b>Teleperformance - Bacolod</b> Tel. No. (034) 433-4115 [Local 1018] Mobile No. +63918.979.8306</p> <p><b>Ma'am Linda De Gracia</b> O.J.T. Moderator University of St. La Salle Tel. No. (034) 432-6409</p>
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I CERTIFY HERewith THAT THE AFOREMENTIONED INFORMATION ARE ACCURATE AND FACTUAL. HENCE HERewith ATTACHED IS MY SIGNATURE.

John Niño R. Eslit

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