

Gilbert Ganuelas Jr.

Phase 3 Package 1 Block 15 Lot 4
Bagong Silang Caloocan City

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OBJECTIVE: *To apply for a job that would give me great opportunities to learn and grow professionally.*

WORK EXPERIENCE:

Cxstomer

- Engagement Manager January 2022 – June 2022
- Retentions and Escalations Team Lead - October 2021 - January 2022
- Escalation/Retentions Specialist July 2021 - October 2021

Taskus

- Content Moderator October 2020 – June 2021

Curogram

- Chat Support Representative Jan 2020– Sept 2020

AFNI

- Customer Support Representative March 2018 - Dec 2019

Amazon

- Freelance Virtual Assistant Feb 2017 – March 2018

HSBC Bank Plc

- Financial Adviser/Customer Service –January 2015 – Feb 2017

TELEPERFORMANCE

- Customer Service Representative November 2012 – October 2014

HIGHEST EDUCATIONAL ATTAINMENT

**- PINES CITY COLLEGES (PCC) - Baguio City BS Respiratory Therapy
1 Year 2010-2011**

**- New Era University (NEU) - Quezon City
AB Political Science
1 year 2009-2010**

CHARACTER REFFERENCES

**Anna Viedyla Broncano – Extra KYC Quality Analyst
+639355287128**

**Neil Belvestre – Customer Service Representative
+639456051412**

*I HEREBY CERTIFY THAT THE ABOVE INFORMATION IS TRUE AND
CORRECT TO THE EXTENT OF MY KNOWLEDGE.*

GILBERT GANUELAS JR.