

# Hiedi Kysther M. Domingo

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**Address:** MC22 U406 BCDA Ph2 St. Diego Silang Village Ususan Taguig City  
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## OBJECTIVES

To be able to work in a company where I will be able to boost my strength and capabilities through comprehensive guidance and training with the means of enhancement and career.

## WORK EXPERIENCE

### TELEPERFORMANCE PHILIPPINES

Customer Service and Technical Support Representative

September 2012 – March 2013

- Handles inbound technical and customer support for a seasonal account.
- Monthly recognized as Top Performer and Best in Quality.

### CONVERGYS, PHIL.

Technical Support Representative

July 2013 – August 2015

- SME Level 2 support taking supervisor calls, emails and chat regarding technical issues.
- Technical and Billing Representative in Office365, Xbox and Windows10.
- Quarterly recognized as a Top Performer and People Choice's SME award

### SUTHERLAND GLOBAL SERVICES

Customer Service Representative

May 2016 – September 2016

- Provide excellent customer support in billing. Helping customer's inquiries regarding transaction, refund request and peer to peer transactions.
- Awarded as Best in Quality and April - June Top Performer

### ACCENTURE PHILIPPINES

Technical Support Representative

March 2017 - February 2020

- **Project Leia** - Handle Technical Support inquiries, complaints, billing questions and payment extension or service request.
- **Project Aruga** - Focus on creating a safer community by reviewing videos. Making sure that all contents are safe for users and advertisers. Make certain

that all videos comply with the client's Terms of Service and Community Guidelines.

- **Project BeWater** - Provide Technical Support to chosen Panelist for a known search engine. Helping Panelist in installing router and cTV.
- **Project BeWater (GOR QA)** - Software and Web Quality tester for our client's engineering team.
- ISMS, PMO, GPTW.

## EDUCATION

### **Bulacan Polytechnic College**

Computer Secretarial  
2010-2012

## CHARACTER REFERENCE

### **Chandan Bhatia**

Convergys, Phils.  
Operations Manager  
09284434194

### **Rheyra Joyce Soriano**

Convergys, Phils.  
Subject Matter Expert  
09164616258

### **Robert Louie Ampoyas**

Concentrix  
Customer Service and Technical Support Representative  
09216389178

*I hereby certify that the above information is true and correct to the best of my knowledge and belief.*

**Hiedi Kysther M. Domingo**

Applicant