



## **KARSTEN ANNE PADILLA**

017 Kanipa-an, Basak Pardo, Cebu City 6000

Cellphone: 09328650811

Email: karsten.dalida@gmail.com

---

### *Experience:*

**2006 - present Sykes Asia Inc.**, 4F Robinsons Galleria Cebu  
Gen. Maxilom Ave. Corner Sergio Osmeña Blvd., Cebu City Philippines 6000

#### *Team Leader – DOXO (August 2019 – present)*

- Provides support for DOXO.
- Handles a team, guides them to function as one.
- Takes supervisory emails, calls and chats.
- Monitors agents' email, call and chat quality and guide them to meet the client's demands and account targets.
- Provides updates and do mini-discussions to the team.
- Provides immediate floor support.

#### *Team Leader – Frontier Communications (December 2017 – August 2019)*

- Provides support for FRONTIER Communications.
- Handles a team, guides them to function as one.
- Takes supervisory calls and supervisory chats.
- Monitors agents call and chat quality and guide them to meet the client's demands and account targets.
- Audits sales processed by agents
- Provides updates and do mini-discussions to the team
- Provides immediate floor support

#### *Team Leader – CHATR (September 2017 – December 2017)*

- Provides support for CHATR Communications.
- Handles a team, guides them to function as one.
- Takes supervisory calls.
- Monitors agents call and chat quality and guide them to meet the client's demands and account targets.
- Provides updates and do mini-discussions to the team.
- Provides immediate floor support.

*Customer Service Representative II, Technical (August 2017 – September 2017)*

- Gives technical support for AT&T Internet Services (DSL).
- Gives instructions through telephone to costumers.
- Perform basic repairs through telephone.

*SDA Team Leader (December 2015 - August 2017)*

- Provides support for FRONTIER Communications.
- Handles a team, guides them to function as one.
- Takes supervisory calls and supervisory chats.
- Monitors agents call and chat quality and guide them to meet the client's demands and account targets.

*Chat Technical Support (April 2014 - December 2015)*

- Gives technical support for AT&T Internet Services (U-VERSE).
- Provides technical support for Internet, Email, Landline Phone, and Television concerns.
- Supports basic billing and basic sales through chat.
- Assigned as team mentor/floorwalker when Team Lead is not available.

*Senior Technical Support II (January 2008 - April 2014)*

- Gives technical support for AT&T Internet Services (DIAL UP).
- Gives instructions through telephone to costumers.
- Perform basic repairs through telephone.
- Technical Support and Billing Specialist.
- Takes over the team if Team Lead is not around.
- Assigned to assist and mentor both new and old agents alike.
- Takes initial Supervisory call.

*Customer Service Representative, Technical (October 2006 - January 2008)*

- Gives technical support for AT&T Internet Services (DIAL UP).
- Gives instructions through telephone to costumers.
- Performed basic repairs through telephone.
- Performs Basic Billing explanation and concerns.

**Department of Environment and Natural Resources**  
Regional Office Tacloban City

*Contractual Laborer II (January 2006 - September 2006)*

- Entertains walk-in clients.
- Answers phone calls and do clerical works and bookkeeping.
- Functions as a messenger/delivery person.

---

***Trainings Attended:***

- Coaching 1.0
- Coaching 2.0

- Coaching For The Win
- Excel 1.0
- Data Analytics 1.0
- Data Analytics 2.0
- Data Presentation Workshop: Story by the Numbers
- SQMT (Transaction Monitoring and Calibration)
- Getting Your Point Across: A Presentation Skills Workshop
- Call Center Basics
- PDM System Training: System Navigation and Performance Management
- Behavioral Interviewing
- Leadership Essentials
- Disciplinary Management Process Orientation
- Documents: Logistics and Technical Support
- Documents: Systems and Platforms for Working At Home
- Documents: Managing a Work at Home Team
- Documents: Transitioning to a Work At Home Environment
- Facilitating Effective Virtual Meetings
- Global OneSYKES: Team Lead Training Program

---

### ***Education:***

#### ***College***

2001-2005

**Leyte State University**, Baybay City, Leyte

*Bachelor of Science in Forestry 2005*

- Department Of Science and Technology Full Scholar (2001-2005)
- PeaceCorps Alumni Foundation for Philippine Development Full Scholar (2002-2005)
- University General Secretary
- College President

#### ***High School***

1999-2001

**Santo Niño Academy**, Malitbog, Southern Leyte

1997-1999

**Saint Joseph School**, Zamboanga City

#### ***Elementary***

1991-1997

**Saint Joseph School**, Zamboanga City

---

### ***Other Information:***

- Licensed Forester (Forester Licensure Exam Eligible) June 2005
- Undergraduate Thesis : Survey of Agroforestry Practices in the Upland Farms of Southern Leyte
- Can operate basic computer applications (MS Office programs)
- Can do basic art works and designs
- Literate in English, Filipino, Chavacano, Cebuano, Waray-waray and Chinese Mandarin

### ***Character Reference:***

**Graiza Acos**

*Senior Account Manager*

Sykes Asia Inc.,

Synergis IT Center,

F. Cabahug St, Cebu City 6000

Contact number : 0977-850-0605

**Alxend Earl Pabriga**

*Team Lead*

Real Page

Ayala Center Cebu Tower,

Cebu City, 6000

Contact number : 0915-146-4291

**Teodoro Alivio Jr.**

*Quality Analyst*

Sykes Asia Inc.,

Robinsons Galleria Cebu

Gen. Maxilom Ave. Corner Sergio Osmeña Blvd.

Cebu City, 6000

Contact number : 0966-411-9279