

October 5, 2023

CERTIFICATION

This is to certify that Concentrix CVG Philippines Inc, has engaged the services of **Ms. Rose Marie Berdos** as **Program Ready Trainer II** from **July 17, 2019- September 25, 2023**.

This also certifies that this company affirms the nature and status of her employment during the period covered as described hereunder in her work profile, to wit:

Company Name : **Concentrix CVG Philippines Inc.**
Company Address : 23rd Floor One Montage Bldg., Archbishop Reyes,
Cebu City, Philippines 6000
Contact Number : (032) 411 9010 Loc; 539 2011
Website : www.concentrix.com.ph

Company Profile:

Concentrix, a wholly-owned subsidiary of SYNnex Corporation (NYSE: SNX), is a technology-enabled global business services company specializing in customer engagement and improving business performance for some of the world's best brands. Every day, from more than 40 countries and across 6 continents, our staff delivers next generation customer experience and helps companies better connect with their customers. We create better business outcomes and differentiate our clients through technology, design, data, process, and people. Concentrix provides services to clients in ten industry verticals: automotive; banking and financial services; insurance; healthcare; technology; consumer electronics; media and communications; retail and e-commerce; travel and transportation; energy and public-sector. We are Different by Design.

Concentrix was founded in 1991, its heritage can be traced back to 1973 to its insurance administration business solutions and services which were acquired in 2013 by Concentrix from IBM.[5] Concentrix has grown through multiple acquisitions bringing on board eight companies since 2006. Two of the acquisitions that are especially notable include the IBM Worldwide Customer Care Services Business and the Minacs Group Pte.

On June 28, 2018, Convergys and Synnex announced they have reached a definitive agreement in which SYNnex would acquire Convergys for \$2.43 billion in combined stock and cash, and integrate it with Concentrix.

On October 5, 2018, Convergys Corporation and Synnex announced that they have completed the merger.

Position : Program Ready Trainer II
Period of Employment : **July 17, 2019- Present**
Type of Employment Contract : Regular Employee
Status of Employment : Full Time
Department / Areas of exposure : Site Operations
Number of working hours per week : 40 hours/ week
Working Schedule : Shifting schedule / 5 days a week, 8 hours a day
Number of staff supervised : None

Job Summary

The Program Ready Trainer II (PRT) is a permanent training role that is designed to introduce agents to the training organization by supporting the delivery of client focused training to address the new hire, product update and recursive training requirement of Concentrix in support of client programs.

This position requires attaining and maintaining certification in the Associate Trainer Certification Program. Successful PRTs may career path into the Training Organization

Detailed Duties and Responsibilities:

- Under the guidance of the Class Trainer and the supervision of the local Training Manager, the Program Ready Trainer will facilitate English communication classes and product-specific training sessions as required.
- Apply effective presentation and facilitation skills, including creative training techniques and adult/accelerated learning methods, using a variety of training delivery modalities in a classroom environment.
- Present training materials through classroom learning, hands-on demonstrations, and supporting activities for technical, customer service, and sales accounts.
- Assist in evaluating the performance of associates using tools such as assessments and playbook observations, providing feedback to the Trainer and Training Manager.
- Convey timely performance information to the Trainer and Training Manager throughout the training process/cycle.
- Responsible for achieving individual training performance metrics.
- Support the transition of trainees from training to the production environment, ensuring competency levels meet business needs.
- Maintain current product knowledge for each account by taking calls, attending team meetings, and conducting side-by-side observations.
- Participate in Concentrix and client training sessions as required.
- Ensure effective, consistent communication with managers, peers, and other resource groups, including day-to-day informal interaction with clients.
- Assist in fostering a positive learning culture under the guidance of the Training Manager, including identifying and communicating areas for curriculum development and enhancement opportunities.

This is to certify that the above-mentioned dates of employment, position held, duties and responsibilities, and compensation earned are true and correct from the Company's employee records.

This certification is issued upon request of **Ms. Berdos** for whatever purposed it may serve.

Issued this **5th of October 2023** at Concentrix CVG Philippines Inc.



EDWARD COTEJAR

Sr. Manager, People Solutions

E: Edward.cotejar@concentrix.com

P: (032) 411 9010



Concentrix CVG Philippines, Inc
6798 Ayala North Exchange Tower 2, Ayala
Ave. cor Amorsolo Salcedo St. Brgy. San
Lorenzo Makati City 1200, Philippines
84238700 loc 351092
hr.autoresponse@concentrix.com

CERTIFICATE OF EMPLOYMENT

This is to certify that **Rose Marie Berdos** is an employee of Concentrix CVG Philippines, Inc. She is employed as Sr. Quality Evaluator under **Training & Quality Group** from **September 26, 2023** up to **February 28, 2024**.

This certification is being issued upon the request of **Ms. Berdos** for whatever purposed it may serve.

Issued this **12th day of March 2024** at Concentrix CVG Philippines, Inc.

This document is a system generated printout and does not require a signature

The information in this document may be confidential and privileged and is valid solely for the purpose it was intended. If you are not the intended recipient, any disclosure, copying, distribution or any action taken in reliance on it, is prohibited and may be unlawful. If you receive this document in error, please notify the sender immediately and delete all copies of this document.

CONCENTRIX CORPORATION

TRAINING CERTIFICATES



Republic of the Philippines
TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

NATIONAL CERTIFICATE II

in

COMPUTER SYSTEMS SERVICING

is hereby awarded to

ROSE MARIE S. BERDOS

*for having completed the competency requirements under the Philippine TVET
Competency Assessment and Certification System in the following units of competency:*

Unit Code Unit Title

BASIC COMPETENCIES

500311105 Participate in workplace communication
500311106 Work in a team environment
500311107 Practice career professionalism
500311109 Practice occupational health and safety
procedures

Unit Code Unit Title

COMMON COMPETENCIES

ELC315202 Apply quality standards
ELC311203 Perform computer operations
ELC311201 Perform mensuration and calculation
ELC311202 Prepare and interpret technical drawing
ELC724201 Use hand tools
ELC724202 Terminate and connect electrical wiring and
electronic circuits
ELC724205 Test electronic components

Unit Code Unit Title

CORE COMPETENCIES

ELC724331 Install and configure computer systems
ELC724332 Set-up Computer Networks
ELC724333 Set-up Computer Servers
ELC724334 Maintain and Repair Computer Systems and
Networks



[Signature]

Certificate No: 24072202000365
ULI-BRS-98-793-08037-001

[Signature]

SEC. SUHARTO T. MANGUDADATU, Ph. D.
TESDA DIRECTOR GENERAL

Issued on: **January 08, 2024**
Valid until: **January 07, 2029**



This certificate is system
generated through T2N10



DepEd-NEAP Recognition No. PD – 2021-0042-0901

CERTIFICATE OF PARTICIPATION


is hereby given to

ROSE MARIE BERDOS

for having completed the 8-hour seminar on the
"DepEd Teaching and Non-Teaching Competencies and Standard Qualifications"
held on January 28, 2023 at Carl E. Balita Review Center, Cebu Branch.

Given this 28th day of January at CBRC Cebu.


Dr. Bien Gurrea
Branch Manager


JOHN PHILIP D. ORDOÑEZ
Speaker


Dr. Carl E. Balita
President & CEO, CBRC



Department of Liberal Arts and Behavioral Sciences
College of Arts and Sciences
Visayas State University
Visca Baybay City, Leyte



CERTIFICATE OF APPRECIATION

is given to


Rose Marie S. Berdos


for her active involvement in organizing the seminar entitled "Career Preparations", which was held on May 3, 2019
at the Viewing Room of the Department of Liberal Arts and Behavioral Sciences, Visca, Baybay City, Leyte.

Given this 3rd day of May 2019 at the Visayas State University, Visca, Baybay City, Leyte.


PAULA NADREA M. PAQUIBULAN
Instructor, English 199


ANNIE P. GRAVOSO, Ph.D
Head, Languages Section


GUIRALDO FERNANDEZ JR., Ph.D
Head, DLABS


CANDELARIO L. CALIBO, Ph.D
Dean, CAS



AB English Language Society
Department of Liberal Arts and Behavioral Sciences
Visayas State University



This


Certificate of Participation


is given to


Rose Marie Berdos


For having attended the AB English Language Orientation Seminar entitled
"English Language Program, Leadership and Behavior"

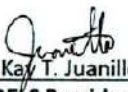
Given this 22nd day of February 2017 at DLABS-Auditorium, VSU, Baybay City Leyte


Dr. Annie P. Gravoso
ABELS Adviser


Corazon L. Alvarez
ABELS Adviser


J-Annie G. Ebit
ABELS Adviser


Prof. Guiraldo Fernandez Jr.
DLABS Department Head


Kay T. Juanillo
ABELS President



Department of Liberal Arts and Behavioral Sciences
Visayas State University
Visca, Baybay Leyte



Certificate of Participation

Is given to

Rose Marie S. Berdos

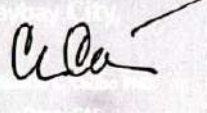
For her active involvement during the conduct of the seminar entitled,
"INTRODUCTION OF STATISTICAL TECHNIQUES USED IN RESEARCH FOR DATA
ANALYSIS" held on March 15, 2019 at DLABS English Reading Room.

Given this 15th day of March, 2019 at DLABS, Visayas State University, Visca, Baybay City


Annie P. Gravoso, PhD.
Coordinator, ABELS


Paula M. Dela Cruz
Class Instructor, English 199


Guiraldo Fernandez Jr., PhD.
Head, DLABS


Kay T. Juanillo
President, CAS



Department of Liberal Arts and Behavioral Sciences
College of Arts and Sciences
Visayas State University
Visca, Baybay City, Leyte




CERTIFICATE OF APPRECIATION


is given to


Rose Marie S. Berdos


for having successfully organized the seminar entitled "Guidelines in Writing Theoretical and Conceptual Framework, and Methodology in Language Research", which was held on February 8, 2019 at the English Reading Room of the Department of Liberal Arts and Behavioral Sciences, Visca, Baybay City, Leyte.

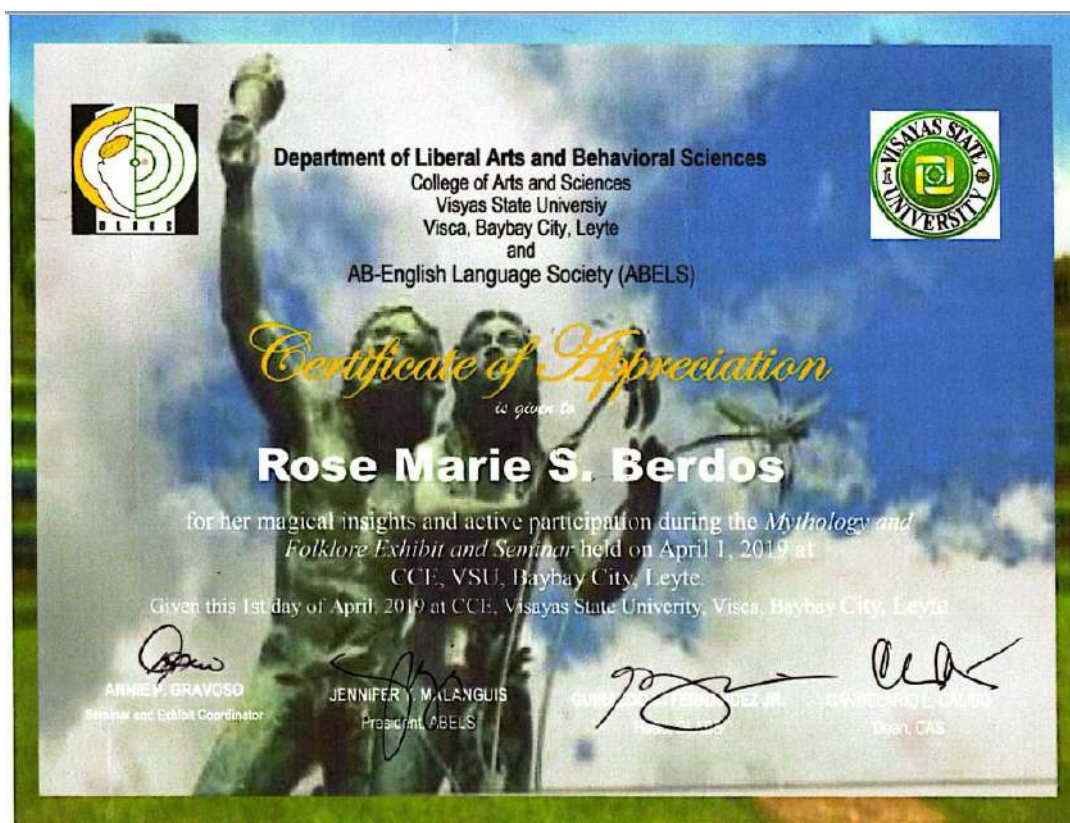
Given this 8th day of February 2019 at the Visayas State University, Visca, Baybay City, Leyte.


PAULA NADREA M. PAQUIBULAN
Instructor, English 199


ANNIE P. GRAVOSO, Ph.D
Section Head, Languages Section


GUIRALDO C. FERNANDEZ JR., Ph.D
Head, DLABS


CANDELARIO L. CALIBO, Ph.D
Dean, CAS





COLLEGE OF ARTS AND SCIENCES
Visayas State University



present this


Certificate of Attendance

to


ROSE MARIE S. BERDOS

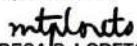
for attending the CAS Job-Seeking Seminar conducted by the College of Arts and Sciences on June 4, 2019,
at AC-209 DoPAC, Visayas State University, Visca, Baybay City, Leyte.

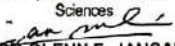
Given this 4th day of June, 2019, Visayas State University, Visca, Baybay City, Leyte.


NORBERTO E. MILLA
Head, Dept. of Statistics


GUIRALDO C. FERNANDEZ, JR.
Head, Dept. of Liberal Arts & Behavioral
Sciences


ANALYN M. MAZO
Head, Dept. of Biological
Sciences


MA. THERESA P. LORETO
Head, Dept. of Biotechnology


JACOB GLENN F. JANSALIN
Head, Dept. of Pure & Applied
Chemistry


OLIMACO D. ESPINA, JR.
Head, Dept. of Mathematics & Physics

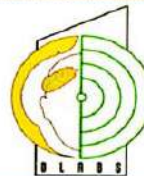

CANDELARIO L. CALIBO
Dean, College of Arts & Science

VSU's Vision: A globally competitive university for science, technology, and environmental conservation

VSU's Mission: Development of a highly competitive human resource, cutting-edge scientific knowledge and innovative technologies for sustainable communities and environment.



Department of Liberal Arts and Behavioral Sciences
College of Arts and Sciences
Visayas State University
Visca Baybay City, Leyte




CERTIFICATE OF APPRECIATION


is given to


Rose Marie S. Berdos


for her active involvement in organizing the seminar entitled "**The Style Manual For Undergraduate Thesis**", which was held on April 5, 2019 at the Viewing Room of the Department of Liberal Arts and Behavioral Sciences, Visca, Baybay City Leyte.

Given this 5th day of April 2019 at the Visayas State University, Visca Baybay City Leyte.


PAULA NADREA M. PAQUIBULAN
Instructor, English 199


ANNIE P. GRAVOSO, Ph.D
Head, Languages Section


GUIRALDO C. FERNANDEZ JR., Ph.D
Head, DLABS


CANDELARIO L. CALIBO, Ph.D
Dean, CAS



VISAYAS
STATE UNIVERSITY



Department of Liberal Arts and Behavioral Sciences
College of Arts and Sciences
Visayas State University
Visca, Baybay City, Leyte PHILIPPINES

This

CERTIFICATE OF PARTICIPATION


is awarded to

Rox Marie S. Burdon

for having actively participated in the **TV Program Production Workshop** held on October 12-13, 2017
at the Center for Continuing Education Building, Visayas State University, Visca, Baybay City, Leyte.

Given this 13th of October 2017 at the Visayas State University, Visca, Baybay City, Leyte.


GUIRALDO C. FERNANDEZ, JR., Ph.D.
Department Head, DLABS


CANDELARIO L. CALIBO, Ph.D.
College Dean

VSU Vision: The premier university of science and technology in the Visayas

VSU Mission: Provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country



AB English Language Society
Department of Liberal Arts and Behavioral Sciences
Visayas State University



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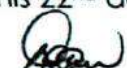
Certificate of Participation

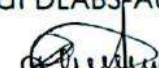
is given to

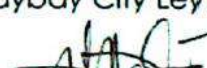
Rox Marie Burdon

For having attended the AB English Language Orientation Seminar entitled
"English Language Program, Leadership and Behavior"


Given this 22nd day of February 2017 at DLABS-Auditorium, VSU, Baybay City Leyte


Dr. Annie P. Gravoso
ABELS Adviser


Corazon L. Alvarez
ABELS Adviser


J-Annie G. Ebit
ABELS Adviser


Prof. Guiraldo Fernandez Jr.
DLABS Department Head


Kay T. Juanillo
ABELS President





Department of Liberal Arts and Behavioral Science
Visayas State University
Visca, Baybay Leyte



Certificate of Participation

Is given to

Rose Marie S. Berdos

For actively participating the seminar entitled "PRELIMINARY STEPS IN DOING RESEARCH" held at DLABS English Reading Room on February 1, 2019.

Given this February 1, 2019 at Visayas State University.

Annie P. Gravoso, PhD.
Coordinator, ABELS

Paula Nadrea Paquibulan
Class Instructor, English 199

Guiraldo C. Fernandez Jr., PhD.
Head, DLABS

Candelario L. Calibo PhD.
Dean, CAS



VISAYAS STATE UNIVERSITY
Visca, Baybay City, Leyte
COLLEGE OF ARTS AND SCIENCES

awards this

Certificate of Participation

to

Rose Marie Berdos

for having actively participated in the Poetry and Creative Writing Seminar held on February 20, 2017 at the Center for Continuing Education, Visayas State University, Visca, Baybay City, Leyte.

Given this 20th of February 2017 at the Visayas State University, Visca, Baybay City, Leyte.



GUIRALDO C. FERNANDEZ JR., PH.D.
Department Head

CANDELARIO L. CALIBO, PH.D.
College Dean



VISAYAS
STATE UNIVERSITY



Department of Liberal Arts and Behavioral Sciences
Visayas State University
Visca, Baybay City, Leyte

Certificate of Participation

is awarded to

ROSE MARIE S. BERDOS

for having actively participated in the Registers in English Seminar-Performance held on October 23-November 9, 2017 at the Department of Liberal Arts and Behavioral Sciences, Visayas State University, Visca, Baybay City, Leyte.

Given this 9th day of November 2017 at the Visayas State University, Visca, Baybay City, Leyte.

DR. ANNIE P. GRAVOSO
DLABS Professor

DR. GUIRALDO C. FERNANDEZ, JR.
Department Head

Republic of the Philippines
Department of Education
Region VIII (Eastern Visayas)
Division of Leyte

CERTIFICATE OF PARTICIPATION

is hereby awarded to

ROSE MARIE SECRETARIA BERDOS

For his/her active participation and involvement during the conduct of the
4th Division Leadership Training and Congress of Supreme Student/Pupil Government
Officers and Advisers held at Hilongos National Vocational School & Hilongos South District,

Hilongos, Leyte on March 13, 14, 15, 2014

Given this 15th day of March 2014 at Hilongos Gymnasium, Hilongos, Leyte

RONEL A. K. FIRMO, Ph.D. CESO V
Schools Division Superintendent



Department of Liberal Arts and Behavioral Sciences
Visayas State University
Visca, Baybay City, Leyte



Certificate of Appreciation

is given to

Rose Marie S. Berdos

for sharing her expertise in the field of language and communication during the
Engl 200 (Undergraduate Thesis) class presentation:

"1st International Conference in Language and Communication" #Thesis Defense
held on May 15, 2019 at DLABS English Reading Room.

Given this 15th day of May, 2019 at DLABS, Visayas State University, Visca, Baybay City, Leyte
at DLABS English Reading Room.

ANNIE P. GRAVOSO

Head, Language & Humanities Section

GUIRALDO FERNANDEZ, JR.

Head, DLABS



VISAYAS
STATE UNIVERSITY

CERTIFICATE *of Appreciation*

is awarded to

Rose Marie S. Berdos

for having served as **FACILITATOR** during the **2nd VSU Culture and the Arts Festival Competition** held on February 27-28, 2018 at the Visayas State University,
Visca, Baybay City, Leyte.

Given this 28th day of February 2018 at the Visayas State University, Visca, Baybay City, Leyte.

JESUSITO L. LIM

Head, Culture & the Arts Center

VSU VISION: A globally competitive university of science, technology and environmental conservation.

VSU MISSION: Development of a highly competitive human resource, cutting-edge scientific knowledge and innovative technologies for sustainable communities and environment.

AWARDS AND RECOGNITIONS



Department of Liberal Arts and Behavioral Sciences
College of Arts and Sciences
Visayas State University
AB English Language Society



CERTIFICATE OF APPRECIATION


is given to


Rose Marie S. Berdos

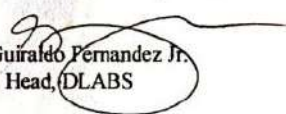
for having actively performed as the President of the AB English Language Society in the academic year 2017-2018.

Given this 25th day of August 2018 at the Visayas State University, Visca, Baybay City, Leyte.


Jennifer T. Malanquis
Current ABELS President


Dr. Annie P. Gravoso
ABELS Adviser


April Rose P. Villaber
ABELS Adviser


Dr. Guirardo Fernandez Jr.
Head, DLABS



Republic of the Philippines
Department of Education (DepEd)
Region VIII (Eastern Visayas)
DIVISION OF LEYTE
Palo, Leyte
-000-

INOPACAN NATIONAL HIGH SCHOOL
Inopacan, Leyte



CERTIFICATE OF RECOGNITION

to

ROSEMARIE S. BERDOS

For her outstanding and exemplary performance as the SCHOOL'S CLASS VALEDICTORIAN
for the S.Y. 2014-2015

Given this 26th day of March, 2015 at Inopacan National High School, Inopacan, Leyte, Philippines


EDWIN C. SERINA
Head Teacher III



VISAYAS STATE UNIVERSITY
Visca, Baybay City, Leyte

awards this

CERTIFICATE OF RECOGNITION

to

Rose Marie S. Berdos
AB English 2

as

University Honors

in recognition of her outstanding scholastic achievement
having obtained a cumulative GPA of **1.492**

*Given this 2nd day of May 2017 at the Visayas State University, Visca, Baybay City,
Leyte on the occasion of the 2017 Honors & Awards Convocation.*


BEATRIZ S. BELONIAS
Vice President for Instruction


EDGARDO E. TULIN
President

AB English Language Society
Department of Liberal Arts and Behavioral Sciences
College of Art and Sciences
Visayas State University



CERTIFICATE OF RECOGNITION

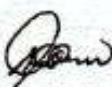
This certificate is hereby given to


Rose Marie S. Berdos

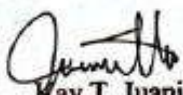
In recognition for her invaluable service and contribution as Auditor of the
AB English Language Society, Academic Year 2016-2017.

Given this 25th day of August 2017 at the Visayas State University, Baybay City, Leyte

Signed by:


Dr. Annie P. Gravoso
ABELS Adviser


Ms. J-Annie G. Ebit
ABELS Adviser


May T. Juanillo
ABELS President 2016-2017


Dr. Guinaldo Fernandez Jr.
DIABS Department Head



VISAYAS STATE UNIVERSITY

Visca, Baybay City, Leyte

awards this

CERTIFICATE OF HONOR

to

ROSE MARIE S. BERDOS

in recognition of her high scholastic achievement
as *Consistent President's Honor*

Given this 9th day of May 2018.


MANOLO B. LORETO, JR.
Dean of Students


BEATRIZ S. BELONIAS
Vice President for Instruction


EDGARDO E. TULIN
President

Buong karangalang inihahandog ni
Atty. Carlo P. Loreto
Department of Education (Dep Ed)
Department of Social Welfare and Development (DSWD)
National Movement of Young Legislators (NMYL)
Province of Leyte



GAWAD TALINO

Kay

ROSE MARIE SECRETARIA BERDOS

Bilang pagkilala sa kanyang husay sa larangang akademiko at galing sa pamamatuubay.
Ipinagkaloob ngayong ika- 26 ng MARSO taong 2015.


Atty. Carlo P. Loreto
Vice-Governor



Visayas State University
Visca, Baybay City, Leyte

AB-EL Paragon

(Academic performance; Student leadership; Attitude; Personality; and Thesis writing, defense, and on-time reproduction)

is awarded to


Rose Marie S. Berdos

Bachelor of Arts in English Language

for showing verve and transcendence as an AB-English Language student in this university.

Given this 6th of June 2019 on the occasion of the AB-EL Gatsby Night held at the
VSU Garden Beach Resort, Visayas State University, Visca, Baybay City, Leyte.


DR. ANNIE P. GRAVOSO
Proponent and Coordinator
AB-English Language Program


DR. GUIRALDO C. FERNANDEZ, JR.
Head, DLABS



Department of Liberal Arts and Behavioral Sciences
Visayas State University
Visca, Baybay City, Leyte



Certificate of Recognition

is awarded to

Rose Marie S. Berdos
Best Paper Awardee

during the Engl 200 (Undergraduate Thesis) class presentation:

"1st International Conference in Language and Communication" #Thesis Defense
held on May 15, 2019 at DLABS English Reading Room.

Given this 15th day of May, 2019 at DLABS, Visayas State University, Visca, Baybay City, Leyte
at DLABS English Reading Room.

ANNIE P. GRAVOSO
Head, Language & Humanities Section

GIRALDO FERNANDEZ, JR.
Head, DLABS



Department of Liberal Arts and Behavioral Sciences
Visayas State University
Visca, Baybay City, Leyte



Certificate of Recognition

is awarded to

ROSE MARIE BERDOS
Best Paper Oral Presenter

during the Engl 200 (Undergraduate Thesis) class presentation:

"1st International Conference in Language and Communication" #Thesis Defense
held on May 15, 2019 at DLABS English Reading Room.

Given this 15th day of May 2019 at DLABS, Visayas State University, Visca, Baybay City, Leyte
at DLABS English Reading Room.

ANNIE P. GRAVOSO
Head, Language & Humanities Section

GIRALDO FERNANDEZ, JR.
Head, DLABS

Inopacan National High School
Inopacan, Leyte

Awards this

Certificate of Recognition

to


Rosemarie Berdos


as *Winner* of

POEM WRITING

During the *English Month Celebration 2012*, November 26-29.

Given this 29th day of November.


MS. EDENNE B. PETEROS
English Teacher


MRS. MILAGROS B. BATAYOLA
English Coordinator


MR. FREDDIE B. TIMON
English Teacher


MR. EDWIN C. SERINA
Head Teacher III

CERTIFICATE OF PUBLICATION

Certificate of Publication



This Certificate of Publication is Presented to

**Annie A. Parmis, Rose Marie S. Berdos, Angelica Nicole Castro,
Virgin Rose B. Orendain, and Ezel Anne N. Pardillo**

For Acceptance and Publication of a Book Titled

Introduction to Stylistics: Study Guide

with Services for Science and Education – United Kingdom



Dr. Edward M. James
Editor-in-Chief



Services for Science & Education
United Kingdom

Certificate of Publication



This Certificate is Presented to

**Annie A. Parmis, Rose P. Capulla, Annie Famela B. Rodriguez, Rose Marie S. Berdos
Ezel Anne N. Pardillo, Angelica Nicole Castro, Virgin Rose B. Orendain, and Lane V. Madrid**

In Recognition of Publication of a Book Titled

Introduction to Semantics Study Guide

with Services for Science and Education –United Kingdom

Dr. Edward M. James
Editor-in-Chief



Services for Science & Education
United Kingdom