

**RENSHEEN S. CRUZ**

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Angat, Bulacan

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**CAREER OBJECTIVE**

Dedicated professional seeking a challenging role in an interactive organization that provides a constructive workplace for effective communication and collaboration.

**CORE SKILLS**

- Proven ability to work efficiently under pressure
- Strong communication skills
- Excellent team player

**TECHNICAL SKILLS**

- Internet Savvy
- Proficient in MS Office Applications (Excel, Word, PowerPoint)

**WORKING EXPERIENCE**

## **INGREDIENTS ONLINE**

*June 16, 2025 – February 05, 2026*

- Quality Analyst
  - Monitor and evaluate calls, email interactions for quality and compliance.

## **ALORICA**

*April 10, 2015 – June 16, 2025*

- *Quality Analyst – Centralized Quality Team (October 2016 - June 2025)*
  - Monitor and ensure the quality of customer service interactions.
- *Customer Service Representative (April 2015 – October 2016)*
  - Provided exceptional customer service to clients.

## **TELUS International Philippines, Inc.**

*December 02, 2013 – August 25, 2014*

- *Customer Service Representative*
  - Delivered high-quality service to customers.

## **Stream Global Services**

*August 28, 2012 - October 3, 2013*

- *Customer Service Representative*
  - Assisted customers with inquiries and problem resolution.

## **EDUCATIONAL BACKGROUND**

*Baliuag University*

*Gil Carlos St., Baliuag, Bulacan*

*2008-2012*

Bachelor of Science in Business Administration

Major in Human Resource Development

## **SEMINARS/TRAININGS ATTENDED**

- Organizational Development: Leading Others Through Change
- Requisites of Personal and Professional Success
- I.R.I.S.E.: JPMAPers' Prime Access to Success
- Developing Career and Life Planning Strategies
- Language Development Program

## **ABOUT ME**

I am not just a dedicated professional; I also have diverse interests. Outside of work, I enjoy playing basketball and video games. My leisure time includes indulging in movies, anime, and TV series. Additionally, I maintain a healthy lifestyle by hitting the gym at least three times a week.

## **CHARACTER REFERENCES**

Available upon request