

## **LAARNI SAN MIGUEL OCAMPO**

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### **CAREER OBJECTIVE**

To secure a staff position in high growth dynamic company with considerable advancement opportunities for both business and personal growth. I envisioned a role that will fully utilize my skills and strengths where I will be judged by my achievement.

### **SUMMARY OF QUALIFICATIONS**

- Highly qualified individual with a well-developed business skill reflecting a career of strong leadership skills coupled with team-based interaction style and excellent interpersonal skills
- Detail oriented with a desire to achieve objectives on time
- Work well independently and on a team
- Computer Literate
- Know how to navigate computer
- Knowledgeable in Computer Problem
- Can handle Technical Problem in Computer
- Knowledgeable in Human Resource
- Knowledgeable in Administrative Role

### **EMPLOYMENT HISTORY**

#### **SITEL PHILIPPINES**

##### **Staples**

Customer Service Representative

June 9, 2020 – March 2024

Assisting customer in placing an order, process a refund and providing excellent customer service

## **SUTHERLAND GLOBAL SERVICES**

### **Microsoft**

IT Associate

August 15,2015 – June 2018

Assisting customer in Technical Issues, Downloading, Installing, Activating Software, Configuring Microsoft Account, Creating Microsoft Account, creating a New Profile, Helping customer in their Microsoft Office and Windows Operating System.

## **SUTHERLAND GLOBAL SERVICES**

### **AT&T Turbo**

Team Manager

July 1 2018 – November 30- 2019

Manage a Team, make sure all the attendance issue, Payroll, Time Keeping, motivate all agents to achieve the goal and KPI's, Coach all the agents, Handling all the Team problems.

## **SUTHERLAND GLOBAL SERVICES**

### **Amazon**

Mentor/ SME

December 1 2019 – February 2020

Manage a Team, make sure all the attendance issue, Payroll, Time Keeping, motivate all agents to achieve the goal and KPI's, Coach all the agents, Handling all the Team problems.

## **Genevieve Café and Yogurt**

### **Admin Staff**

March 2013 – December 2014

Payroll, Encoding, inventory, timekeeping, reporting, and as required

## **PC Circle Computer Store**

### **Branch Manager**

September 2011 – December 2013

Responsible in all Branch issues, Payroll, Payables, Handling customer problems, reporting, cashiering, encoding and as required

### **TCT Trading**

#### **Office Staff**

August 2009 – August 2011

Responsible in all Branch issues, Payroll, Payables, Handling customer problems, reporting, cashiering, encoding and as required

### **Mountain Lodge Hotel and Restaurant Baguio City**

#### **On the Job Training**

November 2008 – February 2009

Responsible in Front Desk, Housekeeping, Dining, Serving the Guests, Production and as required

### **128 Department Stores Uniwide Sales Warehouse INC**

#### **Promodizer**

October 1, 2006 – February 1, 2007

Responsible for sales, timekeeping, Sales, reporting inventory, and as required

### **International Wiring System (IWS)**

#### **Line Operator**

March 19 -2005 – September 1, 2005

Responsible for lay-outing, terminal checkup, taping and as required

### **Odyssey Metro Town Mall Tarlac**

#### **Promodizer**

January 25, 2004 – June 25, 2005

Responsible in sales, timekeeping, Sales, reporting, inventory, and as required

**Siesta Travel Break****Service Crew**

June 23, 2003 – November 23, 2004

Cashiering, remitting, inventory and as required

**PERSONAL PROFILE**

**Birthdate**September 16, 1985**Birthplace**Tarlac City

**Height**5 Ft**Weight**48 Kls.

**Sex**Female**Status**Single

**Religion**Roman Catholic**Citizenship**Filipino

**EDUCATIONAL BACKGROUND****Collegiate School**

Interworld Science and Technology Foundation  
Associate in Hotel and Restaurant Management  
2007 – 2009

**Secondary School**

Maliwalo National High School  
1998 – 2002

## CHARACTER REFERENCES

**Name**Val Luigi Dizon

**Position** Team Manager

**Company**Sitel Philippines

**Mobile No**09566886889

**Name**Rommel Miranda Saw

**Position**Team Manager

**Company**Sutherland Global Services

**Mobile No**09178089241

**Name**Gerald Presiados

**Position**Instructor

**Company**Interworld Science and Technology Foundation

**Mobile No**09081780646

This is to certify that all the information provided above are true and correct to the best of my knowledge and belief.

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Applicant Signature