



Cristina Elizabeth A. Forsberg

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OBJECTIVE

Seeking a position in an office environment, where there is a need for a variety of office management tasks including – computer knowledge and organizational abilities. Customer care representative position where my customer relations experience, it can be fully utilized to improve customer satisfaction.

QUALIFICATION SUMMARY

- Knowledge in Open Office and Word Application
- Knowledge in Excel and Microsoft Project
- Expert in Windows Movie Maker
- Expert in Adobe Photoshop and Dreamweaver
- Knowledge on uploading in FTP (File Transfer Protocol)
- Knowledge in Programming using Java, PHP, and HTML
- Great deal in Software Installation and Troubleshooting
- Ability to work with less supervision and to work with other people
- Willing to learn and open-minded
- Willing to work in shifting schedule
- Can speak, write, and understand English, Filipino and Cebuano languages.

PERSONAL BACKGROUND

Born on October 18, 1990 in Marina Clinic, Dauin Negros Oriental; A daughter of Mrs. Anaclita Forsberg and Mr. Per-olof Forsberg; Highly innovative, active, dedicated at work, eager to explore new environment for new skills; Willing to undergo training to develop interpersonal skills, for more productive results to apply new jobs here or in other countries; Other interests includes making short films, editing pictures, net surfing, blogging (includes video blog) and swimming.

EDUCATIONAL BACKGROUND

Elementary : Maluay Elementary School,
Zamboanguita Negros Oriental

Secondary : Santiago Delmo Memorial High School,
Zamboanguita Negros Oriental

College : Bachelor of Science in Computer Science (2007-2011)
Foundation University
Dumaguete City, Negros Oriental
: Cisco Networking Academy, Four Modules
Foundation University
Dumaguete City, Negros Oriental

EXPERIENCE

☐ CSR I, Teletech Customer Care Management Philippines Inc. (April - September 2011)

-entertain callers

-provides comprehensive solutions.

☐ Exhibitor, Digital Dumaguete Expo (February 14-16, 2010)

-presents a project, Debit UID Card System

-Entertain visitors, students, teachers, co exhibitor and the judges

- Presenter, 3rd ICT Student Congress Themed : “Creating opportunities for Excellence” (February 9, 2010)
- Internship, National Statistics Office (April – June 2010)
 - analyzing documents (Birth Certificate, Marriage Certificate, CeNoMar, and Endorsements)
 - encoding personal information in the Database
 - Entertaining requestors and releasing request
- Web Committee, UNIGAMES Volunteer healed at Dumaguete City (October 2008)
 - inputs data in the Database, as well as editing it
 - releasing players and coaches ID

SEMINARS ATTENDED

- 2nd ICT Student Congress Themed: “Facing ICT Challenges for the new decade” (February 10, 2010)
- 3rd ICT Student Congress Themed: “Creating Opportunities for Excellence ” (February 9, 2011)

CHARACTER REFERENCES

Mr. Kit Marc Adanza	Mrs. Dae P. Habalo	Mr. Mark Joseph Aragones
Municipal Mayor	Dean, CCS OSC, Wellpoint West	
Zamboanguita, Neg. Or.	Foundation University	Teletech Inc., Dgte. City

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

Cristina Elizabeth A. Forsberg

Applicant