

Do you  
Want your  
First job  
to be your  
Best Job  
Ever?



**APPLY NOW!**  
**SYKES**<sup>®</sup>  
Support in more ways than one.  
[ph.sykes.com](http://ph.sykes.com)  
636-8555

## CSR for Collections - Work in Shaw

### Responsibilities:

Responsible for front-line contact with customers via telephone, and ensures customer satisfaction and achievement of Client KPIs.

Collects past due payments from customers

Receives and responds to problems, queries and requests from customers by providing satisfying solutions to customers concerns

Resolves customer complaints or grievances about service, policy, operation or any other customer concern

Corrects or adjusts customer information for claims, payments, returns, etc

### Requirements:

High School Graduate

With at least 6 months Outbound or Inbound Sales experience

Good command of the English language

Computer literate

Results-driven

**Interested to apply?** Send your application letter and CV to:

**636-8555 / [hrd@sykes.com](mailto:hrd@sykes.com)**

or Visit any of our recruitment sites with a copy of your resume, valid ID and SSS # (if available):

#### Ortigas

Lower G/F One San Miguel Ave. Bldg. San Miguel Ave.  
cor Shaw Blvd. Pasig City  
Mondays to Fridays, 9am-8pm  
Saturdays, 10am – 5pm

#### Shaw

Upper G/F Worldwide Corporate center  
Bldg. Shaw Blvd.  
Mondays to Fridays, 9am-6pm

#### Makati

G/F Burgundy Corporate Tower  
252 Sen. Gil Puyat Ave. Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Makati

5F Glorietta 1. (Entrance at the G/F beside Payless)  
Ayala Center, Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Quezon City

3F K-Pointe Bldg.  
23 Gilmore St. corner Aurora Blvd.  
New Manila (LRT Gilmore Station) Quezon City  
Mondays to Fridays, 10am-4pm

Do you  
Want your  
First job  
to be your  
Best Job  
Ever?



**APPLY NOW!**  
**SYKES**<sup>®</sup>  
Support in more ways than one.  
[ph.sykes.com](http://ph.sykes.com)  
636-8555

---

## CSR for Dayshift Account - Satellite TV

### Responsibilities:

Successful candidates will be working in an Australian television company catering to services such as operating cable, direct broadcast satellite television and IPTV services

### Requirements:

18 years old and above  
Completed 2 yrs in College / Bachelors Degree  
Can converse in English  
Willing to work in Shaw, Mandaluyong City on shifting schedules

**Interested to apply?** Send your application letter and CV to:  
**636-8555 / [hrd@sykes.com](mailto:hrd@sykes.com)**

or Visit any of our recruitment sites with a copy of your resume, valid ID and SSS # (if available):

#### Ortigas

Lower G/F One San Miguel Ave. Bldg. San Miguel Ave.  
cor Shaw Blvd. Pasig City  
Mondays to Fridays, 9am-8pm  
Saturdays, 10am – 5pm

#### Makati

G/F Burgundy Corporate Tower  
252 Sen. Gil Puyat Ave. Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Shaw

Upper G/F Worldwide Corporate center  
Bldg. Shaw Blvd.  
Mondays to Fridays, 9am-6pm

#### Makati

5F Glorietta 1. (Entrance at the G/F beside Payless)  
Ayala Center, Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Quezon City

3F K-Pointe Bldg.  
23 Gilmore St. corner Aurora Blvd.  
New Manila (LRT Gilmore Station) Quezon City  
Mondays to Fridays, 10am-4pm

Do you  
Want your  
First job  
to be your  
Best Job  
Ever?



**APPLY NOW!**  
**SYKES**<sup>®</sup>  
Support in more ways than one.  
[ph.sykes.com](http://ph.sykes.com)  
636-8555

---

## Technical Support Representative for Internet in QC!

### Responsibilities:

Successful candidates will provide efficient technical support to one of the leading internet provider in the US. Functions may include troubleshooting DSL modem, providing assistance to internet connection problem, and resolve other technical issues experienced by the customer.

### Requirements:

- At least college level
- Knowledge in DSL and internet connections
- Good English communication skills
- Willingness to work on a 24/7 schedule
- Willingness to work in Quezon City

**Interested to apply?** Send your application letter and CV to:

**636-8555 / [hrd@sykes.com](mailto:hrd@sykes.com)**

or Visit any of our recruitment sites with a copy of your resume, valid ID and SSS # (if available):

#### Ortigas

Lower G/F One San Miguel Ave. Bldg. San Miguel Ave.  
cor Shaw Blvd. Pasig City  
Mondays to Fridays, 9am-8pm  
Saturdays, 10am – 5pm

#### Shaw

Upper G/F Worldwide Corporate center  
Bldg. Shaw Blvd.  
Mondays to Fridays, 9am-6pm

#### Makati

G/F Burgundy Corporate Tower  
252 Sen. Gil Puyat Ave. Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Makati

5F Glorietta 1. (Entrance at the G/F beside Payless)  
Ayala Center, Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Quezon City

3F K-Pointe Bldg.  
23 Gilmore St. corner Aurora Blvd.  
New Manila (LRT Gilmore Station) Quezon City  
Mondays to Fridays, 10am-4pm

Do you  
Want your  
First job  
to be your  
Best Job  
Ever?



**APPLY NOW!**  
**SYKES**<sup>®</sup>  
Support in more ways than one.  
[ph.sykes.com](http://ph.sykes.com)  
636-8555

---

## CSR for Insurance Account! Enjoy Weekends OFF! Apply at SYKES GLORIETTA

### Responsibilities:

Candidates are tasked to provide inbound customer support regarding products and services that include life/medical insurance, annuities, retirement-related services, mutual funds, investment management, and real estate services.

### Requirements:

At least highschool graduate  
Good English communication skills  
Willing to work in Makati on a permanent night shift  
With Sat and Sun OFF\*  
Willing to start ASAP

**Interested to apply?** Send your application letter and CV to:  
**636-8555 / [hrd@sykes.com](mailto:hrd@sykes.com)**

or Visit any of our recruitment sites with a copy of your resume, valid ID and SSS # (if available):

#### Ortigas

Lower G/F One San Miguel Ave. Bldg. San Miguel Ave.  
cor Shaw Blvd. Pasig City  
Mondays to Fridays, 9am-8pm  
Saturdays, 10am – 5pm

#### Shaw

Upper G/F Worldwide Corporate center  
Bldg. Shaw Blvd.  
Mondays to Fridays, 9am-6pm

#### Quezon City

3F K-Pointe Bldg.  
23 Gilmore St. corner Aurora Blvd.  
New Manila (LRT Gilmore Station) Quezon City  
Mondays to Fridays, 10am-4pm

#### Makati

G/F Burgundy Corporate Tower  
252 Sen. Gil Puyat Ave. Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Makati

5F Glorietta 1. (Entrance at the G/F beside Payless)  
Ayala Center, Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

Do you  
Want your  
First job  
to be your  
Best Job  
Ever?



**APPLY NOW!**  
**SYKES**<sup>®</sup>  
Support in more ways than one.  
[ph.sykes.com](http://ph.sykes.com)  
636-8555

---

## CSR for Canadian Telco - Apply at SYKES Glorietta

### Responsibilities:

Successful candidates will provide a professional and efficient customer support/service function for all client projects, in line with client contractual requirements via email and/or phone callbacks.

### Requirements:

- College Level
- 18 yrs old and above
- Conversant in English Language
- Willing to work in shifting schedules in Makati City

**Interested to apply?** Send your application letter and CV to:

**636-8555 / [hrd@sykes.com](mailto:hrd@sykes.com)**

or Visit any of our recruitment sites with a copy of your resume, valid ID and SSS # (if available):

#### Ortigas

Lower G/F One San Miguel Ave. Bldg. San Miguel Ave.  
cor Shaw Blvd. Pasig City  
Mondays to Fridays, 9am-8pm  
Saturdays, 10am – 5pm

#### Shaw

Upper G/F Worldwide Corporate center  
Bldg. Shaw Blvd.  
Mondays to Fridays, 9am-6pm

#### Makati

G/F Burgundy Corporate Tower  
252 Sen. Gil Puyat Ave. Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Makati

5F Glorietta 1. (Entrance at the G/F beside Payless)  
Ayala Center, Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Quezon City

3F K-Pointe Bldg.  
23 Gilmore St. corner Aurora Blvd.  
New Manila (LRT Gilmore Station) Quezon City  
Mondays to Fridays, 10am-4pm

Do you  
Want your  
First job  
to be your  
Best Job  
Ever?



**APPLY NOW!**  
**SYKES**<sup>®</sup>  
Support in more ways than one.  
[ph.sykes.com](http://ph.sykes.com)  
636-8555

---

## Customer Service for Life Insurance - Earn as much as Php22200 Basic Pay

### Responsibilities:

Customer Service Representatives for Life Insurance are the frontliners who provide professional and efficient phone support to different customers of a Fortune 500 client and noted as one of the largest insurance companies in the U.S.

### Requirements:

At least 2nd year level in college  
Good English communication skills  
Willing to work in Makati on a permanent night shift  
Willing to start ASAP

**Interested to apply?** Send your application letter and CV to:  
**636-8555 / [hrd@sykes.com](mailto:hrd@sykes.com)**

or Visit any of our recruitment sites with a copy of your resume, valid ID and SSS # (if available):

#### Ortigas

Lower G/F One San Miguel Ave. Bldg. San Miguel Ave.  
cor Shaw Blvd. Pasig City  
Mondays to Fridays, 9am-8pm  
Saturdays, 10am – 5pm

#### Shaw

Upper G/F Worldwide Corporate center  
Bldg. Shaw Blvd.  
Mondays to Fridays, 9am-6pm

#### Makati

G/F Burgundy Corporate Tower  
252 Sen. Gil Puyat Ave. Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Makati

5F Glorietta 1. (Entrance at the G/F beside Payless)  
Ayala Center, Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

#### Quezon City

3F K-Pointe Bldg.  
23 Gilmore St. corner Aurora Blvd.  
New Manila (LRT Gilmore Station) Quezon City  
Mondays to Fridays, 10am-4pm

Do you  
Want your  
First job  
to be your  
Best Job  
Ever?



**APPLY NOW!**  
**SYKES**<sup>®</sup>  
Support in more ways than one.  
[ph.sykes.com](http://ph.sykes.com)  
636-8555

---

## IT Helpdesk Associate

### Responsibilities:

Successful candidates will provide professional and efficient customer support/service function for all Sykes Clients/Account Team in line with Sykes and client contractual requirements via email and phone callbacks.

- MS Exchange Server administration: mailboxes, folders, distribution groups, calendaring, etc.
- Manages IT Helpdesk Newton Tool for Request and Incident Management within the SLA
- Network Troubleshooting (internet, intranet, clients tools, etc)
- Basic server and database troubleshooting (MS Exchange, File/Printer, SAV, etc)
- Password reset and unlock
- VISP/VPN Connectivity issues
- Remote user support
- System account setup, resource access
- How-to questions (Client Tools, Sykes Tools, Outlook, Office 2000, XP, Windows 98, NT, 2000, XP, IE, Netscape, Adobe, NAV, Pal, WinZip, etc.)
- Evaluates, and prioritizes incoming telephone, voice mail, e-mail, chat, and in-person requests for IT assistance from users experiencing problems with hardware, software, networking, telephony and other computer-related technologies.
- Handles multiple critical issues.
- Coordinate closely with the next level of support (i.e. End User Support, Administrators, Specialists and Engineers) in resolving issues received thru Helpdesk.
- Provides first-call resolution (phone) support to users by offering set solutions to problems.
- Logs and tracks calls using problem management database, and maintains history records and related problem documentation.
- Able to efficiently close tickets assigned to Tier 1.
- Releases IT Helpdesk Advisories for any IT announcements and status updates of any issue within the service level set.
- Responsible to update the customers and end users thru phone, email about the status of the issue/request until resolved.
- Monitors and records the progress and status of all cases to ensure that the committed service-level is fulfilled.
- Familiar and able to support at least 80% of client-specific applications by following proper escalation procedures. Coordinates the delivery of required services or solutions by a team of technical specialists or systems engineers.
- Escalate/Report issues, problems to appropriate external vendors, client IT, Sykes Service Desk and Sykes Corporate IT.
- Other similar tasks not otherwise specified

Do you  
Want your  
First job  
to be your  
Best Job  
Ever?



**APPLY NOW!**  
**SYKES**<sup>®</sup>  
Support in more ways than one.  
[ph.sykes.com](http://ph.sykes.com)  
636-8555

**Requirements:**

- University Degree or the equivalent
- Preferably with at least one (1) year of technical support experience from a call center environment
- Competent in use of all technical methods of communication e.g. fax, email, telephone
- Can convey information clearly and effectively both written and verbal
- Must be flexible in work schedule
- Can start ASAP

---

**Interested to apply?** Send your application letter and CV to:

**636-8555 / [hrd@sykes.com](mailto:hrd@sykes.com)**

or Visit any of our recruitment sites with a copy of your resume, valid ID and SSS # (if available):

**Ortigas**

Lower G/F One San Miguel Ave. Bldg. San Miguel Ave.  
cor Shaw Blvd. Pasig City  
Mondays to Fridays, 9am-8pm  
Saturdays, 10am – 5pm

**Shaw**

Upper G/F Worldwide Corporate center  
Bldg. Shaw Blvd.  
Mondays to Fridays, 9am-6pm

**Makati**

G/F Burgundy Corporate Tower  
252 Sen. Gil Puyat Ave. Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

**Makati**

5F Glorietta 1. (Entrance at the G/F beside Payless)  
Ayala Center, Makati City  
Mondays to Fridays, 8am-10pm  
Saturday, 10am-5pm

**Quezon City**

3F K-Pointe Bldg.  
23 Gilmore St. corner Aurora Blvd.  
New Manila (LRT Gilmore Station) Quezon City  
Mondays to Fridays, 10am-4pm