

## Customer Service Representative

### Customer Service Representative for a Travel Account / Inbound Sales for Hotel Reservations

Join SYKES' Travel Account Earn as much as **Php 30,000** in incentives alone plus other perks and benefits!

Successful candidate will provide assistance to customers of an internet-based travel reservation website. Regular functions include booking airline tickets, hotel reservations, car rentals, cruises, vacation packages and various attractions and services via the web and telephone travel agents.

#### Qualifications:

- Completed at least 2nd year college level
- Good English communication skills
- Able to multi-task, good analytical skills and excellent listening skills
- Willing to work in Ortigas, Pasig City on a shifting schedule

### Technical Support Representative for DSL Connections

Successful candidates will provide efficient technical support to one of the leading internet providers worldwide.

**Get Php15000 Signing Bonus**

To qualify for this position, you must have the following:

- 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

### Customer Service Representative for Canadian Telecommunications Account

Successful candidates will provide customer service for a Canadian mobile telecommunications company.

To qualify for this position, you must have the following:

- College/Vocational Diploma or Short Course Certificate in any field
- Good English communication skills
- Good customer service orientation

### Customer Service Representative for a Day Shift Account

- - A Vocational Diploma / Short Course Certificate (2-year course) or Bachelor's/College Degree in any field
- - Good English communication and conversational skills with strong customer service orientation
- - At least 6 months to 1 year of working experience in the related field
- - Perky, bubbly, conversational and spontaneous personality
- - Willingness to work in Shaw on day shift

## **Customer Service Representative for Life Insurance Account**

### **Guaranteed weekends off + monthly allowances!**

*Successful candidates will provide customer service to clients of a Fortune 500 financial company that caters to mortgage, real estate, life insurance, dental insurance and auto & home insurance needs .*

Minimum Requirements:

- Must have finished at least 2<sup>nd</sup> yr level in college
- Good English communication skills
- Good customer service orientation
- Willing to work at night in Makati

## **Customer Service Representative for Credit Card Sales and Activation Account**

*Successful candidates will handle credit card activation, upselling of additional credit card services, customer concerns and other credit card related transactions*

Minimum Requirements:

- Must have finished at least 2<sup>nd</sup> yr level in college
- Good English communication skills
- Good customer service orientation
- Willing to work at night in Makati or Shaw

## **Customer Service Representative for Dental Account**

### **Smile to a better career and to weekends off!**

*Successful candidates will provide customer service to dentists and dental personnels with regard to dental insurances and benefits.*

Minimum Requirements:

- Must have finished at least 2<sup>nd</sup> yr level in college
- Graduates/Undergraduates of Nursing/Medical courses are encouraged to apply
- Good English communication skills
- Good customer service orientation
- Willing to work at night in Shaw

## **Technical Support for Business Execution Software account!**

- ...new I.T. knowledge and experience?
- ...an I.T. work with call center incentives?
- ...a technical account with only 3-5 cases in a day?\*
- ...an opportunity to talk with business people, CEO's and VP's?

Completed at least 2 years in college  
Good English communication skills  
Knowledge in XML and HTML is a plus  
Willing to work at night in Ortigas on a shifting schedule  
Willing to start ASAP

## **Technical Support Representative for Educational Tool National Capital Reg**

- *Successful candidates will provide assistance to higher education students and educators in a call center setting. This includes professional communication with external and internal customers primarily via telephone, with some chat and email interaction.*

At least a Bachelor's/College Degree in any field  
completed 2-year vocational course  
3 years or 4 years completed in college  
- Minimum of 1 year experience in a call center environment (An advantage but not a strict requirement)  
- Technical experience with general Internet navigation  
- Knowledge in MS Office Suite, Internet tools such as browsers (IE, Firefox, and Safari) and plug-ins, Computer operating systems  
- Strong English verbal communication and presentation skills  
- Willingness to work in Mandaluyong City on shifting schedules

## **Sony Technical Support Representative! Start ASAP! National Capital Reg - Pasig City**

### **Responsibilities:**

*Successful candidates will provide professional and efficient technical and customer support to customers of a leading manufacturer of information technology products for the consumer and professional markets.*

### **Requirements:**

- At least high school graduate
- Basics of Computers including Operating Systems, hardware and internet.
- A working knowledge of MS Word / Excel
- Good Communication Skills
- Willing to work in Ortigas

## SG&A Vacancies – June

### **Position: HR Clerk (Sourcing)**

Department: HR - Sourcing

Successful candidate will work under the Human Resources - Sourcing Team which is the marketing arm of the HR Recruitment Department. He/she will:

- Assist HR project owners with setting up of booths during job fairs and other activities
- Assist HR project owners with online job postings
- Assist HR Recruitment team in calling out candidates from our job postings
- Encourage applicants to apply during job fairs and other related activities
- Encode information in databases from partner schools

#### **Qualifications:**

- Graduate of any 4-year course
- Marketing/Sales experience is preferred.
- Working knowledge in MS Word and Excel
- Open to travel in different locations during job fairs and other HR-related activities
- Open to contractual employment

### **Position: HR Clerk (CBT)**

Department: HR – Compensation and Benefits

Successful candidate will assist in the administration of HMO, life insurance, and service awards.

#### **Qualifications:**

- Must be a graduate of a Bachelor's degree in Psychology or Human Resources Management
- Proficient with spreadsheets and Microsoft applications
- Good understanding of insurance and HMO operation
- With Experience in working with people on different levels, with proven excellent customer service skills
- preferably with at least 6 months related experience in a HR position particularly in HR benefits.
- Fresh graduates are encouraged to apply

### **Position: HR Assistant (Recruitment)**

Department: HR – Recruitment

The HR Recruitment Assistant will ensure that all applications for Sykes Manila are processed and will also be responsible in giving feedback to the applicants on the status of their application.

#### **Requirements:**

- Must be a College graduate preferably BS/AB Psychology, Human Resource Management or its equivalent
- Effective English communication skills, both verbal and written
- Must possess the skill set corresponding the bucket assignment
- Willing to work on extended hours and sometimes, on weekends
- Organized and possesses effective time management skills
- Willing to be assigned in different work location - Makati, Ortigas, Quezon City and Marikina
- Open for contractual position

**Position: Accounting Assistant**

Department: Accounting

The Accounting Assistant role will be to provide the necessary detailed analysis of the Balance Sheet accounts. These analyses are vital part of the financial reports to attain assurance on the accuracy of the financial statements.

He/she will assist the Assistant Accounting Manager and Accounting Supervisor on their daily work responsibilities that include Balance Sheet reconciliation, schedules and analysis, file maintenance, month-end close, reportorial requirements, among others.

**Qualifications**

- BS Accountancy graduate, preferably a Certified Public Accountant
- At least 2 years of related experience in accounting functions
- Computer literate; proficient in MS Excel and MS Word
- Preferably with knowledge in Lawson, Solomon or other Accounting Applications

**Position: Consultant Programmer**

Department: Information Technology

This position is a technical skill level position whose main purpose is software development using the technologies relevant for the projects.

**Qualifications**

- Graduates of BS Computer Science, Computer Engineering, Math or any related course.
- With at least 4 years of experience in developing software applications (both front-end and back-end)
- Must have experience in all phases of the SDLC process, COM, ActiveX, ASP, Win32 Programming in VB, Database Design
- With 2-3 years .NET Framework and C# experience
- With 4 years Visual Studio/VB6 experience.
- With 3-4 years SQL Server Programming experience, MS SQL.
- With at least 1 year experience in SSRS, SSIS, ETL
- Advance understanding of OOAD (Object Oriented Analysis and Design).
- MCAD certification, project management experience in a technical capacity will be a plus.

**Position: Core Skills Trainer**

Department: Training and Development

Delivers training covering the core skills training and other modules for improvement of agents.

Assists in analyzing and assessing training and development needs for accounts

Develops training aids, including slides, hand-outs, multimedia visual aids, and reference works utilizing knowledge of operation's specified training needs

**Qualifications**

- University degree preferably AB/BS Psychology or the equivalent
- One year training experience
- ESL background, preferred.
- Experience in working with people on different levels
- Effective presentation and business writing skills

- Fluency in written and spoken English
- Highly creative, organized, attentive to details and can analyze and interpret information
- Knowledgeable in MS Office applications and web navigation
- Willing to do shifting schedule

**Position: OJT (Intel)**

Department: Intel

Uploads data in the system that will be used by Global accounts on daily operations.

- Other administrative tasks that will be given by the immediate supervisor.

**Qualifications**

- Good communication skills. (Verbal and written)
- Ability to build positive work relationships (both internal and external)
- Willing to work on flexible shifts.
- Any course related to office administration/management courses or computer science course.

**Position: Software Engineer**

Department: IS Global

The Software Engineer will primarily focus on software application development, testing, debugging and deployment and will be expected to work well in a team-oriented environment.

**Qualifications:**

- Candidate must possess at least a Bachelor's/College Degree in Engineering (Computer/Telecommunication), Computer Science/Information Technology or equivalent.
- Preferred skill(s): ASP.Net Development in C#, SQL.
- At least 3 year(s) of working experience in the related field is required for this position.
- Preferably 1-4 Yrs Experienced Employees specializing in IT/Computer - Software or equivalent.

**Foreign – June**

**Position: Technical Support Representative (Korean)**

**Position: Technical Support Representative (Bahasa Indonesian)**

**Position: Technical Support Representative (Thai)**

**Position: Technical Support Representative (Vietnamese)**

**Qualifications:**

- Atleast 18 years old
- College/University graduate, undergrad
- Fluency in language required (Korean, Bahasa Indonesia, Thai, Vietnamese)
- Technical proficiency (Internet, DSL, Software, Computer applications)
- Can communicate in English (need not be fluent, as long as can read/write/understand)
- Willing to work in any of the following sites (Ortigas, Mandaluyong, Quezon City, Makati)
- Willing to work in shifting schedule
- Must have work permit for Philippines
- Preferably nationals/locals of language origin required