**Gulfjobseeker.com CV No:** **12564**

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Submit request through Feedback Link

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**Career Objectives:**

* To be able to work in a reputable company that has growth potential and will allow me to use my skills and knowledge that I have gained from my previous employers.
* To grow and to contribute in the most effective manner by being a key and an effective team player with loyalty and commitment.
* To obtain and secure position that will enable me to grow professionally while applying my ability to work well with people.

**PERSONAL DATA**

Birthday : June 20, 1986

Citizenship : Filipino

Civil Status : Married

Religion : Roman Catholic

EDUCATIONAL ATTAINMENT

Tertiary De La Salle University – Dasmariñas 2003-2007

 Dasmariñas, Cavite

Bachelor of Arts Major in Political Science

Secondary St. Mary’s Dupax 1999-2003

 Dupax del Sur, Nueva Vizcaya

Primary Dupax del Norte Central School 1993-1999

 Dupax del Norte, Nueva Vizcaya

WORK EXPERIENCE

EDUCATIONAL ATTAINMENT

**Risk Analyst**  June 2011 – May 2014

William Hill Group Philippines, Inc.

Bonifacio Global City, Taguig, Philippines

Duties and Responsibilities:

* Check and ensure the legitimacy of customer’s transactions online.
* Monitor the volume of customer’s registration and activities to prevent fraudulent activities.
* Check customer’s submitted documents online and determine if they will be allowed to play in the casino.
* Communicate with other department via phone, emails and chat to maintain quality of customer service while preventing any fraud to take over.

**Customer Service Representative** February 2011 – April 2011

24/7 Customer Care, Inc.

Makati, Philippines

**Customer Service Representative** July 2008 – January 2011

Sutherland Global Services

Taguig City, Philippines

**Customer Service Representative** July 2007 – January 2008

ICT Marketing Services, Inc.

Marikina City, Philippines

Duties and Responsibilities:

* Receive and answer calls from customers.
* Verify customer’s details for security purposes
* Process requests from customers at the shortest time possible, thus, having the ability to multi task.
* Meet the demands of customers through negotiation while protecting the interest of the company.
* Identify customer’s issue and provide the best resolution.
* Maintain high standard of customer service by ensuring that every account is secured and making customer’s feel that they are valued at all times.

**Student Assistant** October 2003 – March 2007

Social Science Department

De La Salle University – Dasmariñas

Dasmariñas , Cavite, Philippines

Duties and Responsibilities:

* Assist secretary in office works such as answering phone calls, filing documents, attending to student’s needs and inquiries and communicating with other departments to ensure smooth transactions and to comply with rules and regulations set by the school.