SUMMARY

High energy applicant who got multi-work experience in various industries and is seeking for a job urgently to make my knowledge useful, get my capabilities enhanced and be one of the best employees that the company have.

WORK EXPERIENCE

**Supervisor**   
TeleTech Offshore Investment - Lipa City Site - Batangas City - April 2014 to October 2015

Supervises the team with all concerns that relates to business. Creates reports and manage the schedules of each team member as per business requirement. Collate all the members’ points of view and relay it on management meeting to set a solution plan. Handles customer dispute that is unable to manage by representatives.   
  
  
**Customer Service Representative (CSR) 1**   
TeleTech Offshore Investment - Lipa City Site - Batangas City - August 2008 to April 2014

Contracts Provisioning. Assessment of contracts application to identify its type. Approval of contract application and system provisioning. Works with all concerns that relates to bills – charges explanation, disputes, contracts and offers.

* Accomplishments
* Annual LIMELIGHT nominee from 2009 to 2014 (an annual awarding ceremony for best employees of the company).
* Quarterly top performer of the Line of Business belonged to.
* Received a token of appreciation for 5 continuous years of work with Telstra account/s.
* Skills Used
* customer relation
* dispute management
* negotiation
* typing
* communication
* time management
* cause-effect evaluation

**Engineer / Estimator**   
Dwightsteel Building Systems Inc - Cebu City - May 2007 to December 2008

Deals with project bid, estimates the materials quantity and cost, and supervises production and construction of the project handled.

* Accomplishments
* Top sales agent for 5 consecutive months and top employee of the branch for making a multiple task being a sales agent, engineer and estimator at the same time and still hitting the required sales and best performance on project site.
* Skills Used
* negotiation
* communication
* civil engineer
* cost and material estimation
* project management
* sales
* clerical

**Secretary/Social Worker**   
Child's Fund Inc - Batangas City - January 2006 to March 2007

As secretary: log the minutes of meeting, prepare reports, and reminds the sector president of the schedules and agenda. Creates letters for any needed purpose. Follow up the statuses of activities proposed and other requests.  
  
As social worker: check the needs of the community and the families enrolled in the organization. Creates programs that will provide long time sustainability while giving temporary ones. Organizes the sponsorship program and other livelihood programs.

* Skills Used
* social works
* communication
* secretarial
* cost estimation
* project management
* administration
* clerical

**Civil Engineer**  
Department of Public Works and Highways - Batangas City - June 2005 to December 2005

Draw road design as instructed, supervises the road concreting and look after the production in the batching plant. Make records of the material test results.

* Skills Used
* technical drawing
* road planning
* project management
* project monitoring
* quality control
* clerical
* civil engineer

AFFILIATIONS

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| --- | --- |
| Dedicated Engineers/Educators for Progress (DEP) | SY 2003 to present |
| Christian Children's Fund Inc.  (presently Child's Fund) | Member: SY 1993 to SY 2006 |
| Alumni: SY 2006 to present |



**Gulfjobseeker.com CV No:** **1505148**