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| **Email :** bernadette.258299@2freemail.com **Computer Proficiency****Platforms :** **Windows****Microsoft Excel** **Microsoft Word****Microsoft PowerPoint****Internet Explorer****Personal Data**Date of Birth : September 28, 1986Nationality : FilipinoMarital Status : MarriedSex : Female**Languages Known** English (Fluent)Filipino (Mother Tongue)**Other Employment Info:**Visa: Tourist/Visit Visa | **Bernadette** **Career Objective**To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organizational goals. To work in such a surroundings that will enhance my knowledge and career, where I can perform my management skills according to my caliber and efficiency.**Academic Background****Bachelor of Science in Education** Center for Early Childhood Care & Development, Philippines**Primary and Secondary** Faith Academy of Novaliches , Philippines**Experience Summary**1. January 2014 to December 2014

**I-talk English Tutorial****English Teacher*** Home based project teaching IELTS (International English Language Testing System) to Chinese professionals/students.
1. November 2013 to June 2014

**Mashreq Bank (Head Office)****Dubai U.A.E*****Corporate Affairs Dept. – Receptionist/Administrative Assistant**** Greets visitors. When guests arrive and warmly welcomes them.
* Answers basic questions about the business as well as provide customers with a brief explanation of the products and services the company or firm offers.
* Responsible for answering all incoming calls.
* Handling daily track records and time sheets.
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1. June 1, 2009 to October 1 2013.

**Office of the Provincial Engineer Oriental Mindoro**

**Republic of the Philippines**

***Position: Executive Secretary of the Chief Engineer***

* Assist Chief Engineer in site and project visits in conducting field, site and office studies, investigations and research; develops clear and concise reports or reviews and summarizes engineering reports for management.
* Performs general planning and administrative tasks associated with assigned projects; analyzes and develops or assists in development of project scopes, cost estimates and project schedules; composes, creates, completes or maintains necessary documents, records and correspondence.
* Represents department and interacts with consultants, contractors and others; attends assigned meetings; distributes pertinent notes and documentation; compiles information for and corresponds with consultants, contractors, sponsors and other departments; responds to requests for information and clarifies and interprets engineering issues, regulations, and requirements.
1. September 12, 2008 – May 15, 2009

**Teletech / Telstra**

**2nd level Robinsons Lipa City Batangas, Philippines**

***Position: Customer Service and Sales Representative***

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Negotiate the terms of an agreement and close sales.
* Maintains relationships with clients by providing support, information, and guidance; researching and recommending new opportunities; recommending profit and service improvements.
1. April 3, 2006 – September 5, 2008

**APAC Customer Service / Publishing Department Chicago Tribune**

***Araneta Center Cubao Quezon City, Philippines***

***Position: Quality Assurance Specialist for Operations***

* Set Standards. Call center quality assurance teams are responsible for setting the quality standards for incoming and outgoing calls.
* Train agents for a few days or a few weeks before putting them on the production floor.
* Record and listen to calls. Spends most of the day recording and listening to live phone calls, uses checklist to determine if agent handles the call according to QA standards and guidelines.
* Coaching and feedback. Call centers have metrics that must be met each month to please its clients. These metrics include an overall QA score for the entire center.