**First Name of Application CV No 1637916**

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**OBJECTIVE:**

Obtain a position where I can utilize my knowledge and skills while getting an avenue for advancement and growth at the same time.

**SKILLS AND ABILITIES:**

* Proficient in Computer (MS Word, MS Excel, MS Power Point)
* Strong interpersonal and analytical skills
* Able to work under pressure and with minimal supervision
* Eager to learn and accept challenging roles
* Flexible & willing to be trained
* Communicates effectively to officemates and co-workers
* Proven record of reliability and responsibility
* Possess special sensitivity to meeting diverse needs in varied situations and can relate well to people from variety of cultures

**ACHIEVEMENTS:**

* A consistent honor student in Primary to Tertiary level
* Earned a degree in Bachelor of Science in Nursing in 2012
* Passed the December 2012 Philippine Nursing Licensure Exam

**EDUCATIONAL BACKGROUND:**

**Tertiary:**

**Bachelor of Science in Nursing**

Father Saturnino Urios University

Butuan City (2008-2012)

**Secondary:**

**Saint Michael College of Caraga**

Orais St. Nasipit Agusan del Norte (2004-2008)

**Primary:**

**Kinabjangan Elementary School**

District 4 Kinabjangan, Nasipit, Agusan del Norte (1998– 2004)

**WORK EXPERIENCES:**

**Customer Account Executive - Alorica Phils (Seasonal Account)**

IT Park Lahug, Cebu City

January 31– February 14, 2016

* Assist customers in placing their orders, help process order cancellation and checking the order status; making sure that all their concerns are taken cared of in just one call if possible.
* Process shipment of the customer's order.

**Floor Support/Subject Matter Expert – Convergys Philippines Inc.**

Banawa, Cebu City

July 2015 – January 2016

* Helps agents as to tool navigation, understanding certain processes, taking supervisory calls and the like.
* Monitor agent’s performance.
* Call listening and evaluation.
* Takes supervisor calls whenever needed.

**Customer Account Executive–Convergys Philippines Inc.**

Banawa, Cebu City

January 2013 – July 2015

* **Sprint account**
	+ Helps customers with their bill-related concerns.
	+ Giving the customers the option to upgrade their account/service.
	+ Minimal troubleshooting on technical issues that the customer may experience.
	+ provide support for customers facing challenges with a company's products or services
	+ Investigate and resolve customers' questions to maintain customer satisfaction and retention
	+ Interviewing customers for relevant information and properly leading them through diagnostic procedures to determine the source of their problem with a Sprint product
	+ Logs and tracks customer calls in a computer database and research, document and recommend new methods or modifications to the customer support processes
* **Comcast account**
	+ Gives assistance to customers who would like to activate their service.
	+ Walks customer through the basic troubleshooting steps in resolving the issue.
	+ Resolves customer's concern as quickly as possible.
	+ Proactively monitor customer's service and notifies customer for possible service interruptions

**Contractual Nurse- Agusan del Norte Provincial Hospital**

Libertad Butuan City

December 2012 – December 2013

* Performed tasks according to hospital protocols.
* Ensured patients privacy and confidentiality.
* Assessed patients in cephalocaudally.
* Worked harmoniously with the staff.
* Maintained an atmosphere of professionalism.

**ORGANIZATIONS**:

**Philippine Nurses Association**

Member since 2013

**TRAININGS AND SEMINARS ATTENDED:**

**Basic Phlebotomy Training**

Held at Vicente Gullas Memorial Hospital

Date: March 16-17, 2015

* Training in relation to the safe and correct way of taking blood samples for laboratory examinations such as Complete Blood Count (CBC).

**Intravenous Therapy Training**

Held at Manuel J. Santos Hospital, Butuan City Chapter

Date: April 26-28, 2013

* Training on the standard operating procedure regarding the insertion of intravenous solutions
* Proper administration of blood transfusion and intravenous medication

**Emergency Disaster Nursing**

Held at Philippine National Red Cross, Butuan City Chapter

Date: August 24-25, 2012

* A seminar on disaster awareness as to the important actions to be taken during calamities or disaster so to speak
* Proper nursing interventions during these crisis.

**PERSONAL DATA:**

Date of Birth : December 31, 1991

Citizenship : Filipino

Civil Status : Single

Height : 5 ft. 8 in.

Weight : 75 kg