**First Name of Application CV No 1639752**

Whatsapp Mobile: +971504753686



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**PERSONAL DATA:**

Date of Birth: November 10, 1987

Sex: Female

Weight: 69 kgs.

Height: 5 feet, 3 1/2 inches

Nationality: Filipino

Civil Status: Single

Language Spoken: English, Tagalog

**EDUCATIONAL ATTAINMENT:**

|  |  |  |
| --- | --- | --- |
| **Tertiary:** | **Bachelor of Science in****Information Management** | **UNIVERSITY OF RIZAL SYSTEM**Binangonan, Rizal |
|  |  | Philippines |
|  |  | 2005-2009 |
|  |  |  |
| **Secondary:** | **Graduate** | **Don Jose Ynares Sr. Mem. Nat’l High School**CotabatoCity |
|  |  | Binangonan, Rizal |
|  |  | Philippines |
|  |  | 2001-2005 |

**WORK EXPERIENCE:**

|  |  |  |
| --- | --- | --- |
|  | **March 04, 2013 – February 19, 2016** | **Data Quality Analyst** |
|   |  **Reed Elsevier Philippines** |
|  **2ndFl Bldg H UP-AyalandLand** |
|  **Technohub Commonwealth Ave** |
|  **Quezon, City Philippines** |

**JOB DESCRIPTION as a DATA QUALITY ANALYST:**

* Responsible in providing updates to the contacts and accounts in the Data Stewart Tool (DST), the Research and Litigation Solutions (RLS) Database.
* Ensures the accuracy of the data being verified and/or updated using the prescribed sources in the internet.
* Information gathered and entered into the database must be correct and should meet the Quality Standard
* Number of records to be fulfilled must be met according to the set target by the Business Unit.
* To perform with insight, acuteness, & intelligence in the industry.
* Make decisions & act in situations in which there is not enough information to be certain of outcome/implications of the decision
* To work effectively in a variety of situations, ability to objectively evaluate situations & understand variety of viewpoints
* To anticipate the implications & consequences of situations & to take appropriate action to be prepared for possible contingencies

**April 18, 201 2 – January 15, 2013 Manager Trainee**

**Golden Arches Development Corporation**

**17thFl CitiBank Ctr Bldg Paseo de Roxas**

**Makati, City Philippines**

**JOB DESCRIPTION as a MANAGER TRAINEE**

* Demonstrates and reinforces the leadership behaviors and basic people minimums (uniform, crew schedules, etc.) necessary to gain commitment from crew and leadership.
* Executes a plan, based on an employee commitment measurement, to increase employee’s loyalty satisfaction and pride with Mcdonald’s experience.
* Knows, enforces and educates crew on all appropriate personnel policies, labor laws, security and safety procedures.
* Use basic human relations, communications and follow up skills and treating crew peoples as customers.
* Develops, shares knowledge and experience, and trains crew.
* Contributes to performance appraisals based on defined goals and objectives for their crew in a timely manner

**October 23, 2009 – June 01, 2011 Technical Helpdesk Representative**

**Broadband Account**

**Pacifichub Corporation**

**11thFl Robinsons Equitable Twr ADB Ave Cor. Povea Rd. Ortigas Ctr**

**Ortigas Pasig City, Philippines**

**JOB DESCRIPTION as a TECHNICAL HELPDESK REPRESENTATIVE**

* Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware.
* Troubleshoot basic network issues such as ADSL broadband issues
* Respond to email messages for customers seeking help.
* Respond to queries over the phone regarding Internet Connection issues.
* Ask questions to determine nature of problem.
* Walk customer through problem-solving process
* Install, modify, and repair computer software.
* Run diagnostic programs to resolve problems.
* Resolve technical problems with Local Area Networks (LAN) and other systems.
* Install computer peripherals for users
* Follow up with customers to ensure issue has been resolved.
* Gain feedback from customers about computer usage
* Run reports to determine malfunctions that continue to occur.

**March 05, 2007 – August 07, 2007 Service Crew**

 **Jollibee Foods Corporation**

 **Binangonan, Rizal Philippines**

**JOB DESCRIPTION as a SERVICE CREW**

* Ensure customer satisfaction.
* Resolving customer complaints and addressing any questions or comments that customers may have
* Take customers' orders, assemble the orders and act as cashier
* Ability to handle pressure and maintain an adequate energy level
* Well informed regarding state approved hygiene standards and policy
* Demonstrated ability to handle work accurately during rush hours
* Track record of delivering high quality customer assistance
* To make sure that the dining area is clean, neat, and appealing to dining customers.
* Suggest desserts and beverages and promote products
* Clean equipments, utensils, storerooms

**SEMINARS ANDTRAININGS ATTENDED:**

2008 **DATABASE MANAGEMENT**

Participant

University of Rizal System

Binangonan, Rizal

2008 **DATABASE PROGRAMMING USING MYSQL AND NAVICAT**

Participant

University of Rizal System

Binangonan, Rizal

2008 **SEMINAR ON ADOBE PHOTOSHOP**

Participant

University of Rizal System

Binangonan, Rizal

2008 **DATA PROCESSING TROUGH ELECTRONIC SPREADSHEET**

Participant

University of Rizal System

Binangonan, Rizal

2006 **BASIC NETWORKING**

Participant

Meralco Foundation Institute

Pasig City

2005 **INTRODUCTION TO LINUX**

Participant

University of Rizal System

Binangonan, Rizal