**RIZA**

**WORK OBJECTIVE**

Obtain a position in a company where can maximize my leadership skills, quality assurance and customer service experience.

**EMPLOYMENT HISTORY**

**CustomerServiceAssociate3**

*CitiCBPS (Citigroup Business Process Solutions)*

*January2014 – April 2016*

**Core Functions:** Handled customer service and sales calls for US Citibank credit cards

**Milestones:** Top9 IncentiveGetterfortheYear2014, CITICBPS

Best USCards Agent in Attendance (TeamVon), CITICBPS

**Quality Analyst**

*VXI Global Solutions SM*

*Cyber 2, Buendia, Makati City, Philippines*

*January 2011 – November 2013*

**Core Functions:** Performed Quality Analyst functions assigned:

Monitor and evaluate calls, processes and/or practices for quality and effectiveness

Attend regular call calibrations with Quality Team and clients

Conduct quality session for new hires

Send quality updates and assist team leads in ensuring compliance

**Milestones:** Trained and certified in three LOBs

Conducted Quality certification for Trainers intern and new hires

**Customer Service Representative**

Handled customer service calls for Western Union customers

**Milestone:** Cross-trained to three LOBs

Handled calls for three LOBs

Consistent quality passer

**Customer Service Representative**

*IBM Daksh*

*UP Ayala Technohub, Quezon City, Philippines*

*April 2009 – September 2010*

**Core Functions:** Handled customer service calls for Xerox customers

Handled calls to provide troubleshooting for photocopier and printers

**Front Office Clerk and Cashier**

*Filipiniana Resorts and Development Corp*

*Calapan City, Oriental Mindoro, Philippines*

*April 2008 – March 2009*

**Core Functions:** Handled hotel payments

In-charge in keeping and updating account receivables records

**EDUCATIONALBACKGROUND**

***College*** *Bachelor of Science in Commerce Major in Banking and Finance*

*Divine Word College of Calapan*

*Calapan City, Oriental Mindoro, Philippines*

*2004-2008*

*Leadership Award*

***Secondary*** *Community Vocational High School*

*Calapan City, Oriental Mindoro, Philippines*

*2000-2004*

*Journalist of the year*

***Primary*** *Camilmil Central School*

*Calapan City, Oriental Mindoro, Philippines*

*1994 - 2000*

*WithHonor*

**TRAININGS ATTENDED**

***On-the-Job Training***

*Philippine National Bank*

*Calapan City, Oriental Mindoro, Philippines*

*June - September 2007*

***On-the-Job Training***

*National Statistics Office*

*Calapan City, Oriental Mindoro, Philippines*

*November2007–February2008*

***On-the-Job Training***

*Bank Manager–Junior Bankers SavingsBank*

*DWCC Campus-based Bank*

*Calapan City, Oriental Mindoro, Philippines*

*2007-2008*

*DevCom Editor–DWCC Gazette*

*DWCC Student Publication*

*Calapan City, Oriental Mindoro, Philippines*

*2007-2008*

*Teller – Junior Bankers Savings Bank*

*DWCC Campus–based Bank*

*Calapan City, Oriental Mindoro, Philippines*

*2006-2007*

**PERSONAL INFORMATION**

Date of Birth : August 3, 1987

Nationality : Filipino

Religion : Baptist

Sex : Female

Civil Status : Single

Language / Dialect spoken : English, Filipino

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