**RESUME**

Ms. Rona

Deira, Dubai

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**CAREER OBJECTIVE:** To pursue a highly challenging career in a more competitive working environment to farther enhance my skills.

**SUMMARY OF QUALIFICATIONS:**

* Self-motivated and can work with minimal supervision.
* Good public relation and customer-oriented.
* Strong interpersonal and communication skills.
* Willing to undergo training and seminars.
* Computer literate.

**WORK REFERENCES:**

* July 2015 – April 2016 **JP Morgan Chase & Co. (Call Center)**

7th Floor, e-Bloc Tower, Jose Ma. Del Mar Avenue,

Asiatown IT Park, Lahug, Cebu City, Philippines

 **Claims Specialist**

* Take inbound calls for customers who have disputes on the charges on their bank statement and file a claim.
* Assist customers in issues they are having for their deposits/withdrawals over the phone.
* Provide world-class customer service support even if they are outside of the country.
* Help customers with the dispute they’ve already called before to make sure they don’t have to call for the same issue again.
* Educate customers with the system of the bank to provide them with the best banking experience.
* October 2011 – May 2015 **Stream Global Services, Inc. / Convergys Phil’s., Inc. (Call Center)**

7th Floor, I2 Building, Jose Ma. Del Mar Avenue,

Asiatown IT Park, Lahug, Cebu City, Philippines

 **CSOBQ (Customer Care**)

* Take inbound calls but is also handling billing and all kinds of calls in relation to their home phone service issues.
* Take technical calls to support the client’s home or business phone service in relation to voice over internet phone service (VoIP).
* Account is Vonage.
* February 2007 – October 2011 **Carsul Steel Corporation**

Hernan Cortes Street,

Banilad, Mandaue City,

Cebu, Philippines

 **Admin Supervisor**

* Supervise workers in their daily routine and make sure everything is in order.
* Check the daily schedule of the work timeframe to make sure all delivery is on time and work is finished on time.
* Prepare job orders and make sure that the purchase orders are accurate and properly sent to the clients accordingly.
* Prepare vouchers for payrolls and ensure payable is made on time by reviewing checks issued.
* Process and get approval for the requisitions for supply of raw materials and see to it that orders for such materials needed for the job are ordered correctly.
* Follow up for the orders made or acquire any possible orders from clients either through email or phone.
* Conducts regular investigation of the equipment made and supervise for any repair or maintenance needed to ensure production is running smoothly.
* Attends seminar and represent the company for any conventions, client meetings or any event related to the company.
* Maintains safety and promotes welfare of the employees by upholding the rules of the company and set regular meetings between employer and employees.
* Establish and maintain productive reporting methods for any activity within the company to make sure that all related matters coincide to each other.
* December 2005 – January 2007 **Parlance Systems, Inc. (Call Center)**

Libertad Street, Mandaluyong City,

Manila, Philippines

 **CSR (Customer Service Representative)**

* Take inbound calls but is also handling sales, billing and all kinds of customer support after -sales issues.

**TSR (Technical Service Representative**)

* Take technical calls and do all possible troubleshooting related to satellite dish and TV.
* Account is Dish Network
* September 2004 – July 2005 **Cebu RTK Marketing, Inc.**

1-62 A. Flordeliz St., Saint Jude Acres Phase 1

Bulacao Pardo, Cebu City, Philippines

 **Sales Representative**

* Handle all Standard Diagnostics (SD) Products, Grepcor/Zaphire Products, and Coagulation Reagents.
* Promote such products to hospital laboratories, private laboratories, and doctors including the resident doctors.
* Do follow-ups with the laboratories and hospitals once a week, get the booking of sales and sometimes do the collection of payments.
* Areas of assignment include Cebu City, Mandaue City, Mactan, Dumaguete, and Bohol.

**EDUCATIONAL ATTAINMENT:**

**College:** Cebu Doctors’ College

**COURSE:** Bachelor of Science in Biology, BSBio

**BASIC SKILLS AND PROFICIENCES:**

**Computer Background:** Windows, Word Processing (Microsoft Word, Excel, Internet Navigation)

**Sports/Special Skills:** Badminton, Hiking, Computer Navigation

**Language/Proficient in:** English, little Dansk, little Norsk

**PERSONAL INFORMATION:**

Date of Birth: July 13, 1980

Age: 35 years old

Gender: Female

Civil Status: Single

Nationality: Filipino