**MELROSE**

**MELROSE.320845@2freemail.com**

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**OBJECTIVES**

Looking for a challenging and responsible position in a growth oriented Company to use my extensive knowledge and prove myself in terms of technology with innovative ideas and become most valuable person for organization.

**SKILLS AND QUALIFICATIONS**

* Knowledgeable in Database Management System using MS Access, MySQL.
* Knowledgeable in Adobe Photoshop, Prezi Presentation Software,Google Sketch Up.
* Knowledgeable in NetSuite.
* Knowlegdeable in Microsoft Office Applications (Word, Powerpoint, Excel).
* Can perform Clerical and Administrative tasks
* Customer Service
* Call Center Service Operations.
* Complaint Handling/Dispute Resolution
* Data Entry/Records Management
* Multiline Phone Use

**Experience**

 **IT Group Inc,**

November 2014- July 2015
 Quezon City

 *Receptionist / Guest Service Agent*

Exposed and trained as a receptionist / guest service agent. I was trained to handle administrative tasks as well like organizing and schedule meetings and appointments of my supervisor. It’s also my duty to answer calls and queries, distribute email, correspondence memos, letters, faxes and forms and assist in the preparation of regularly scheduled reports.

**Teleperformace**

August 2015 – October 2016

EDSA Central IT Center 2
United St., Cor. EDSA, Greenfield District
Mandaluyong City 1554, Philippines

 *Customer Service Representative*

Exposed and trained as a Customer Service Representative. It was my duty to take calls and provide solution to customers concern. It was also my duty to maintain customer satisfaction.

**EDUCATIONAL ATTAINMENT**

**Tertiary** **:** **Lyceum of the Philippines University**

Capitol Site, Batangas City

Bachelor of Science in Computer Science

2011 - Present

|  |  |  |
| --- | --- | --- |
| **Secondary** | **:** | **Batangas National High School** |
|  |  | Rizal Ave., Batangas City |
|  |  | 2007- 2011 |
| **Primary** | **:** | **Pisa Elementary School** |
|  |  | Pisa Tingloy, Batangas |
|  |  | 2000 – 2006 |
|  |  |  |

**ORGANIZATION AFFILIATION**

Lyceum of the Philippines University-Batangas Computer Society Vice President

2012 – 2013

**SEMINARS AND TRAININGS ATTENDED**

Leadership Seminar – “Equipping an IMPACT Team of Leaders towards Teamwork and Excellence in Service”

Lyceum of the Philippines University – Batangas July 26, 2013

Pre-Employment Orientation Seminar LPU Batangas,Capitol Site Batangas City

September 3, 2013

Be a Wise Saver Forum on Responsible Banking Lyceum of the Philippines University - Batangas December 9, 2011

Joomla! Front End Training

IT Group Inc., Topy Main Building., EconomiacorCalleIndustria St, Bagumbayan, Quezon City

November 7, 2014

|  |  |
| --- | --- |
| **PERSONAL INFORMATION** |  |
| Age | : | 20 |
| Date of Birth | **:** | February 27, 1995 |
| Gender | : | Female |
| Civil Status | : | Single |
| Height | : | 5’1” |
| Weight | : | 50 kg. |
| Nationality | : | Filipino |
| Religion | : | Roman Catholic |

I hereby certify that the above information is true and correct according to my knowledge and belief.