Catherine

Catherine.334391@2freemail.com

Birthday: May 21, 1983 Status: Single

# Objective

Seeking a position which will require me to utilize my skills and experience in maximize profits.

# Skills & Abilities

## Management

* Ability to organize, manage, motivate and challenge a production team to exceed expectations

## Sales

* I exceed my monthly target that was given. I was an Agent of the Year 2012 and 2013.

## Communication

* Effective interpersonal communication skills, both verbal and written.

## Leadership

* Demonstrated leadership abilities.

# Experience

## TECHNOLOGIES PHILIPPINES CORP.

AdminStaff/Secretary Dec 2002 – June 2007

>answering telephone calls, arranging appointments, taking messages
>typing and word processing, filing, organizing and servicing meetings( producing agendas and taking minutes)

>maintaining effective records and administration

## TELEPERFORMANCE PHILIPPINES

Telesales Representative Feb 2008 – May 2016

>we contact customers directly by telephone to make sale
>build rapport and trust to the customer
>to meet daily, weekly, monthly target
>contributes to team effort by accomplishing related results as needed
>assist any new or inexpert workers get necessary training
>manage the orientation for the fresh workers

**TELETECH**

Customer Service Representative Sept 14, 2016 – Oct 22, 2016

>Resolve **customer** complaints via phone, email, mail, or social media. Use telephones to reach out to **customers** and verify account information. Greet**customers** warmly and ascertain problem or reason for calling. Assist with placement of orders, refunds, or exchanges.

**SELECTED ACHIEVEMENTS**

Perfect Attendance Awardees SME(Subject Matter Expertise) Trainee
Quality Assurance Awardees Excellent Employee Award
Agent of the Year 2012 Bring-A-Buddy Ambassador
Top Performer Tear 2013 Officer in Charge

**TRAININGS AND SEMINAR**

Computer Education and Livelihood Project in City of Valenzuela
Work Attitude and Values Enhancement Training in Binan, Laguna
Basic Technical Training in Binan, Laguna
Member of Business Administration Mathematics Society in UE, Manila
The Talk on “ FMAT: The Key To Your Brighter Future” UE, Manila

**EDUCATIONAL BACKGROUND**

UNIVERSITY OF THE EAST MANILA
Bachelor of Administration Major in Banking And Finance
2 Years Year 2000-2002

ST PETER VELLE (VOCATIONAL)
TESDA Accredited Year 2007

VALENZUELA MUNICIPAL HIGH SCHOOL
1996-2000

MINALIN CENTRAL ELEMENTARY SCHOOL
1990-1996