***JOANA***

***JOANA.352325@2freemail.com***

***OBJECTIVE***

* *To pursue opportunity which will allow me to grow professionally while effectively utilizing my versatile skill set to help promote your corporate mission and exceed team goals.*

***PERSONAL DETAILS***

*Date of birth: June 24, 1988*

*Age: 28 years old*

*Sex: Female*

*Civil Status: Single*

*Height: 155 cm*

*Citizenship: Filipino*

***EDUCATION AND QUALIFICATION***

***LICENSURE EXAMINATION FOR PROFESSIONAL TEACHERS*** *2009*

*Philippines*

*Board Examination Passer*

***BULACAN STATE UNIVERSITY*** *2004-2009*

*Philippines*

*Bachelor in Secondary Education*

*Major in Mathematics*

***MARCELO H. DEL PILAR NATIONAL HIGH SCHOOL*** *2000-2004*

*Philippines*

*Secondary*

***ATLAG ELEMENTARY SCHOOL***  *1994-2000*

*Philippines*

*Elementary*

***WORK EXPERIENCE***

***July 2011 – February 2017 West Contact Services Inc.***

*June 2016 - February 2017 Performance Assessment Supervisor*

* *Handles a group of Performance Assessment Specialists on different line groups and ensures team’s goal is properly being met. Provides weekly report to clients. Performs administrative tasks like preparing scorecards, maintains management trackers and updates employee information on a regular basis. Facilitates calibration calls with the clientand domestic counterparts.*

 *February 2012 - June 2016 Performance Assessment Specialist*

* *randomly monitors and evaluates agents’ calls to ensure that client standards are being met and quality is being maintained. Provides necessary feedback to agents via evaluation tool.*

 *July 2011 - February 2012 Accounts Receivable Representative*

* *closely monitors customer’s account and verify if it’s current and active to ensure that medications will be shipped on time. Performs administrative tasks like updating daily productivity tracker and weekly/monthly completion reports.*

***April 2009- July 2011 Stream Global Services (formerly Etelecare Global Solutions)***

*Sales Representative*

* *takes inbound calls and assists customers with the appropriate mobile phone/broadband plan and device that will fir their needs. Assists customers in basic troubleshooting.*

***July 2005 – March 2009 Private Tutor***

*Elementary and High School Students*

***SKILLS PROFILE***

* *Leadership experience and people management*
* *Excellent English communication skill*
* *Proficient in Microsoft Office*
* *Internet literacy*