**ROGAN**

[**ROGAN.365469@2freemail.com**](mailto:ROGAN.365469@2freemail.com)

To work with a well-organized and competent institution that would enhance my skill and knowledge and serve its clients with utmost dedication and perseverance.

**OBJECTIVE**

**CORE STRENGTH**

* With wide knowledge and experience in pharmaceutical and medical related fields
* With good knowledge and experience in using 5 GDS’s: Sabre, Amadeus, Worldspan, Apollo and Shares
* With wide knowledge when it comes to Initial Ticketing, Voluntary and Involuntary Exchanges, Refunding Tickets and Ticket Cancellation.
* With good customer service experience on both over the phone or personal
* Personable, articulate, professional, compassionate and positive towards achieving the goals of the company.
* Unique ability to adapt quickly to challenges and changing environment.
* Energetic, organized, positive, and self-motivated with the ability to speak and write effectively both in English and Filipino.
* Model of integrity, discipline and excellence; possesses maturity, leadership, potential, originality, independence and willingness to accept challenge.

**TERTIARY** Bachelor of Science in Nursing

**EDUCATION**

WESLEYAN UNIVERSITY – PHILPPPINES

Mabini Ext., Cabanatuan City, Nueva Ecija

**SECONDARY** HONORATO C. PEREZ SR. MEMORIAL SCIENCE HIGH SCHOOL  
Mabini Extension, Cabanatuan City, Nueva Ecija

**PRIMARY** ZARAGOZA CENTRAL SCHOOL  
San Vicente, Zaragoza, Nueva Ecija

**WORK EXPERIENCE**

**INTERGLOBE TECHNOLOGIES INC.**

**2/F WWC, Shaw Blvd., Mandaluyong City**

**September 2014 – April 2017**

**Team Leader** – Asia Pacific POS

* Ticket Reject, Voluntary Exchanges, Voluntary Refunds and Airline Schedule Changes
* Malaysia and Singapore POS

**Quality Control Representative** – North America and APAC POS

* Checking of processed Airline Schedule Changes (AMER)
* Checking of processed PNRs for Ticket Rejects, Exceptions and ASC (APAC POS)
* Evaluating Calls and making sure that all guidelines are being met

**Process Associate –** North America POS

* Processing flight reservations with Involuntary Exchanges (ASC)
* Calling out to passengers and Airlines

**AEGIS PEOPPLESUPPORT INC.**

**APS Bldg., Ayala Ave. Cor Gil Puyat Ave., Makati City**

**March 2012 - September 2014**

**Customer Service Representative –** Orbitz and Cheaptickets

* Taking inbound calls from the passengers, airlines, and hotel personnel
* Processing Voluntary Exchange (Fares Calculation, Taxes)

**Credit Collections Agent – Experian Credit Bureau**

* Collect payments for customer’s past due bills, offering settlements to customers, creating payment plans and ensuring customers likely initial payments are met.
* Coordinating with customers regarding payment amounts and installment plans

**MERCURY DRUG CORPORATION**

**# 7 Mercury Ave. Cor E. Rodriguez Jr., Bagumbayan, Quezon City  
February 2010 – January 2012**

**Pharmacy Assistant -**

* Aides help licensed pharmacists with administrative duties in running a pharmacy

**Gender:** Male  
**Age:**  29 y/o  
**Civil Status:**  Single

**PERSONAL INFORMATION**

Height: 5’7  
Weight: 147 lbs.   
Citizenship: Filipino  
Date of Birth: December 28, 1987   
Religion: Aglipayan (Iglesia Filipina Independiente)