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 ***MANALO***

***MANALO.365792@2freemail.com***

**CAREER SUMMARY**

Over 4 strong year of experience in the academe and 12 year experience of Customer Service working in different roles in the BPO industry. Experience in training development and delivery, motivation and team building/leadership, product marketing and management, Working with progressively challenging and diverse clients, negotiation, and mediation. A self-motivated and organized professional, Excellent interpersonal skills and the ability to communicate effectively.

**SUMMARY OF COMPETENCIES**

1. Communicates sensitively with language appropriate to [students' ages, levels of development](http://members.tripod.com/~ozpk/0000adol) as well as individual [learning styles and needs](http://members.tripod.com/~ozpk/01lstyle)
2. Delegates responsibility and decision making to employees and demonstrates willingness to give up part of own authority and job responsibilities
3. Leadership, provided the level of authority needed to accomplish end results
4. Career motivation and lead with enthusiasm
5. Results orientation, capable of thinking quickly and logically to ensure expedient response to customer inquiries
6. Teamwork, Gains employees' commitments to accepting new responsibilities
7. Trustworthiness
8. Working with Diverse Cultures, has the ability to work with patience and courtesy in customer relations

**SUMMARY OF COMPETENCIES WORK EXPERIENCE**

**Marikina Elementary School**

**Teacher 2/Volleyball Coach/ Red Cross Adviser/ Boys Scout Kawan Leader/Marikina Teachers Chorale**

Sept 24, 2012 – Present

* Responsible for the implementation of the k-12 curriculum in grade three
* Adviser in grade 3, all subjects are being handled and made sure that pupils are being evaluated on a weekly basis for the skills and learning acquired
* Trained varsity team for volleyball

**Xander Youth Foundation Day Care Center**

**School Administrator**

July 1 – June 2013

* Assisted in accreditation of the Foundation for DEPED and DSWD. Updated SEC requirements
* Proposed and Implemented Day care curriculum
* Worked with City Government officials to help indigent students for educational assistance both from government and the foundation itself Provided educational materials and job tools to quickly and accurately provide the needs of the students and teachers
* Designed students exams to properly evaluate students learning
* Oversee Foundations Daily Operations

**ICT Marketing Services**

**Customer Service Representative**

Aug 4, 09 – July, 2010

* A part of the team operations department of ICT Services wherein we provide assistance to a globally known telecommunications company. We provide customer service support making sure that high quality service and accurate information is provided in one call.

**DELL International Services Phil’s. Inc.**

**Resolutions Specialist/ Coach**

July 30, 2007 – Mar 2009

* Responsible in providing agent evaluations through audits and coaching. Providing floor support and case management assistance most especially handling escalations. Managed and reassigned cases generated by Hyderabad and Quezon City
* Resolve customer issues over the telephone, including billing inquiries, sales opportunities and

product troubleshooting

**EPIXTAR PHILIPPINES**

**Telesales representative**

Nov 2004 – Apr. 18, 2007

* Helps teach quota to increase client’s production in its potential to expand its business with the company.
* Creates the need for customer to buy high-end products offered by the client.

**EDUCATION**

April 2016 – Present ***MARIKINA POLYTECHNIC COLLEGE***

Doctor of Education

June 2011 – March 2016 ***MARIKINA POLYTECHNIC COLLEGE***

Master of Education

2001 – 2002 ***ST. JOSEPH’S COLLEGE, Q.C.***

Certificate in Professional Education

Board passer for the licensure examinations

For Teachers (Aug. 25, 2002)

March 1999 ***COLLEGE OF THE HOLY SPIRIT***

Bachelor of Fine Arts Major in Interior Design

(Class President, 1st Year)

March 1994 ***KOSTKA SCHOOL***

2nd – 4th Year High School

Top 9 (Academic Standing)

S4 CAT Officer

**GOVERNMENT LICENSES**

**August 2002 Licensure Examinations for Teachers (LET), PRC** Secondary Education