CURRICULUM VITAE

**HANNAH**

**Email Address**: [Hannah.368291@2freemail.com](mailto:Hannah.368291@2freemail.com)

***OBJECTIVE:***

***To work in an environment of professionalism and teamwork that will provide growth and development.***

***EMPLOYMENT***

**Title: Customer Service Representative**

*Company* : Alorica Philippines, Eton Centris, Quezon Avenue

Date : October 11, 2016 to April 11, 2017

*Job Description:*

* Responds to incoming customer inquiries within the established periods or client specific.
* Completing work related after call requirements including but not limited to service request, maintenance tickets and billing research tickets within the prescribed time interval or client specific.
* Keep abreast of all products, systems, and processes updates in order to best serve the customer.
* Tracks and reports processes aimed at identifying specific service issues resulting in quick resolution of identified issues.
* Deals and coordinates with co-agents, clients, client callers and operation/production/team managers to effectively resolve the customer's concern.
* Studies track and manage individual key performance indicators (KPI) such as but not limited to Quality of Performance (repeat calls, net promoter score, FCR), schedule adherence, efficiencies, average handling time Call/SR ratio and service level/On-time performance interval.

**Title : Customer Service Representative**

Company : Sykes Asia, Inc., 3/F K-Pointe Building, Gilmore Street Corner

Aurora Blvd., Quezon City

Date : May 2015 to August 8, 2016

Job Description:

* Deliver service to customers via inbound call and email support.
* Interact with the customers to provide information in response to inquiries and request.
* Further, evaluate and analyze issues faced by the customer and provide troubleshooting steps.

***PROFILE:***

Age : 25

Birth Date : April 28, 1992

Birth Place : Cotabato City, Philippines

Religion : Islam

Sex : Female

Status : Single

Weight : 46 kg

Height : 5’0

Tribe : Iranun

Language : Filipino and English

***EDUCATIONAL BACKGROUND:***

Level : College Education

Course : Bachelor of Arts in Political Science

Institution : Mindanao State University-Main Campus, Marawi City

Year : 2011-2015

Level : Secondary Education

Institution : Cotabato City National High School-Main Campus

Year : 2004-2008

Level : Elementary Education

Institution : Cotabato City Central Pilot School

Year : 1999-2004

***ACHIEVEMENT:***

Elementary:

Honor Student

Secondary:

Honor Student

Tertiary:

Public Information Officer of Rajah Indarapatra-South Wing

MSU-Main,2011-2012

Member of Association of Political Science Students

Member of Al-Marjan Students Association

Member of Center for Muslim Youth Women Auxiliary Services (CMYWAS)

Further Studies:

Third Best Speaker(English Language and Culture)

Language Skills Institute, May 29, 2015

Technical Education Skills Development Authority (TESDA-ARMM)

***RESEARCH/UNPUBLISHED WORK***

Tittle : Challenges in the Implementation of Department Order 51

(Refined Elementary Madrasah Curriculum): The Case of the

Selected Madaris in the Islamic City of Marawi

Date : April 2015

Publication : Political Science Undergraduate Thesis