CURRICULUM VITAE

**HANNAH**

**Email Address**: 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