**Rina**

 E-mail :**rina.368318@2freemail.com**

CAREER OBJECTIVE:

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self-development and help me achieve personal as well as organization goals.

Personal Data:

* Date of Birth : September 8, 1989, 27 years old
* Nationality : Filipino (Philippines)
* Gender : Female
* Civil Status : Single
* Languages : English, Filipino, Spanish
* Work Availability : **Immediate**

Academic Qualifications:

**Tertiary:**

**BACHELOR OF SCIENCE IN NURSING**

***WESTERN MINDANAO STATE UNIVERSITY***

*2006-2010*

*Graduated: April 2010*

Award/s:***\*Dean’s Lister Award***

**Secondary:**

**KABASALAN SCIENCE AND TECHNOLOGY HIGH SCHOOL**

2002-2006

Graduated: March 2006

Award/s:**\**Salutatorian***

REGISTERED LICENSURE

**Professional Regulations Commission, Philippines**

**Registered Nurse**

Board Rating: 81.18% Expiry Date: 8 Sept 2019

Work Experience

**Customer Service Supervisor/AVP**

**Cyber City Teleservices, the IQOR company.**

#16 Sobrecary St, Davao City, Philippines

(May 2012 –March, 2017)

\*Position Summary

* Managed a team of call center agents
* Provide coaching and driving their performance.
* Taking escalated calls to resolve customer concerns / issues
* Raised agent and team concerns that impacts performance, pay, etc real time
* Ensuring timely cascade of updates/changes in actions plans, incentives, initiatives, policies, procedures, etc to all agents
* Posting daily report of KPI and cascade information to the team.
* Initiated action plans, initiatives, incentives, etc to improve agent and team performance
* Provided consistent weekly and monthly performance discussions with all agents
* Collaborated with peers and agents on how to improve team and program performance.
* Scheduled daily huddles and meetings.
* Monthly evaluation of the agents.

Account: Famous clothing and one of America's oldest direct mail-order companies.

**Sales Coach**

**IQOR Dasmarinas**

SM Pala-Pala Dasmarinas, Cavite City,Philippines

(June 2016 –August 2016)

\*Position Summary

• Conducted all sales coaching for new hires
• Conducted sales coaching and ongoing training of existing employees
• Monitoring progress and coaches new team members
• Provided coaching and on-job training when required
• Evaluated agent’s participation and progress in coaching
• Designed and developed coaching materials and development programs based on organizational and individual needs for maximum performance as need or directed by the client

Account: Telecommunication, an American direct broadcast satellite service provider.

**Customer Service Representative/Sales Representative**

**Cyber City Teleservices (Phils.) INC.**

#16 Sobrecary St, Davao City, Philippines

(April 2011 –May, 2012)

\*Job Description

• Handled inbound and outbound customer service calls and processed sales.

• Taking order, answered product inquiry, convert each calls to sales.

• Handled complaints and processed refund or exchange if necessary.

Account: Online Retailing and Catalog/PLCC-credit cards.

**Receptionist**

**Cyber City Teleservices (Phils.) INC.**

Sobrecary St, Davao City, Philippines

(May-July 2011 and January-February 2012)

\*Job Description

* Welcoming visitors to the office and making sure they were comfortable and looked after
* Dealing with all enquiries and resolving any problems over the phone or in person
* Organizing the hospitality requirements for management meetings and presentations
* Maintaining the high presentation standard of the reception area

**Private English Tutor**

(December 2010 -March 2011)

\*Job Description

• Provided one-on-one educational assistance to elementary and secondary students

• Provided feedback to students using positive reinforcement techniques to encourage, motivate, or build confidence in students.

SEMINAR AND TRAININGS ATTENDED

June-July 2014 **Certificate of Finalization of Spanish Training**

Cybercity Inc. The Iqor Company, Davao City, Philippines

March 28, 2014 **Certification of Completion**

 **Manager Handbook and Tool Kit Leadership Program**

 Cybercity Inc. The Iqor Company, Davao City, Philippines

April 16, 2011 **Certificate of Completion**

 **Global Call Center Education Program**

 Cybercity Inc., Davao City, Philippines

June 25-26, 2009 **Seminar-Workshop on Negotiation and Mediation**

Conducted at: Western Mindanao State University

Skills and Abilities

* Computer Literate (Microsoft Word, Microsoft Excel, Microsoft PowerPoint)
* Excellent Communication Skills
* Outstanding Leadership Skills (able to work properly even under pressure )

• Ability to follow detailed instructions and procedures

* Can quickly adapt to changing situations
* Language Skills (English: fluent and developed written and spoken abilities

 Spanish: basic spoken)

Interests and Hobbies

I like to read frictional novels and collect books. I also love going out and socializing with friends.