 **Liana**

[Liana.382289@2freemail.com](mailto:Liana.382289@2freemail.com)

**CAREER OBJECTIVE:**

*To work in a company where I can utilize my knowledge, skills, leadership, personal motivation; to share my work experience, expertise and eagerness to learn more in developing the highest standard possible and to contribute to the company’s mission and vision.*

**WORK EXPERIENCES**

***Customer*** *Revupoint*

***Service Agent*** Angeles City

May 11, 2015 - May 11, 2017

Date entry; Inbound and Outbound Calls

Answering all the inquiries of our clients

***Call Center*** *Teletech*

***Representative*** G/F Building 4, SM City Pampanga,

Lagundi, Mexico, Pampanga

January 03, 2010 – April 13, 2011

Inbound and Outbound Calls

Resolving problems; fulfilling requests; answering client’s inquiries and we do handle complaints, troubleshoot problems and provide them information.

***IT helpdesk*** *Universal Robina Corp.*

Del Rosario, City of San Fernando, Pampanga April 28, 2007 – September 30, 2007

Receiving phone calls, assistant admin

Basic troubleshooting of the machines

***Customer***  *Jollibee Franchise*

***Service*** Sindalan, City of San Fernando. Pampanga

September 16, 2005 – April 15, 2006

Receiving orders over the phone.

**EDUCATIONAL BACKGROUND**

***COLLEGE***

***Bachelor in College of Information in Communication and Technology***

Holy Angel University

Angeles City 2011-2015

**TRAININGS AND SEMINARS**

***Cisco Certified Network Associate 1-4 Training***

Cisco Networking Academy Program

Holy Angel University, Angeles City

June 2012 – March 2014

***Finishing Course for Call Center Agents***

Global Experts Professional Development and Learning Center, Inc.

San Agustine, City of San Fernando, Pampanga

November - December 2009 (100 Hours)

**PERSONAL DATA**

Age: 29 years old

Sex: Female

Date of Birth: November 12, 1988

Place of Birth: City of San Fernando Pampanga

Civil Status: Single

Religion: Catholic

Nationality: Filipino

Language/Dialect: English,Tagalog &Kapampangan

Height: 163cm

Weight: 110lbs.

**SKILLS**

* Communication Skills (oral and written)
* Computer Literate
* Basic PC and Hardware Troubleshooting
* Capable on MS Office Application (Word, Excel, PowerPoint)
* OS Installation
* Can type 70 wpm
* Driving Skills
* Knowledgeable in Food and Beverage Service

**ADDITIONAL INFORMATIONS**

**Expected Salary:** 3,000

**Visa:** Visit Visa

**Visa Validity:** Sept. 23, 2018

**Availability:** For Immediate hiring