



CHERRY ROSE S. ABAYA

1058- F San Miguel Street, Brgy. Lorega, Cebu City

09178884419

cherrya200@gmail.com

Bachelor of Science in Information Technology
Asian College of Technology
Cebu City

- not her passion
- talking to people is her passion

Internship Experience

AEGIS People Support, IT Park Lahug

IT Staff

- Responsible for changing defective computer unit parts.
- Responsible for reimaging the monitor display for every new account.
- Responsible for organizing cable wires of computer units.
- Responsible for relocating system units.

Best Buy
Retailer < electronic gadget appliances
return
tracking packages
refund
deals w/ customer w/ problems
- chat LOB
- part of fraud dept.

AsiaLink Finance Corporation, Gorordo Avenue

Marketing Staff

- Responsible for marketing the financing loans the company offer.
- Responsible for customer relations.
- Responsible for organizing customers' file.

- she's up to the challenge
with working with new accounts

- willing learn handling a new account

- No attendance issue
- doesn't want to be absent for she needs money

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- willing to commit herself since she needs to support her family and her needs

Work Experience

Customer Service Representative

Wipro BPS (April 4, 2016-Present)

- Responsible for Back Office Support or after purchase concerns (ie. Return and Exchange, Refunds, etc.);
- I also became a part of Chat Support Department, Fraud Specialist Department, and Delivery Rescheduling Department.

Seminars

FIBER OPTICS: THE FUTURE

Asian College of Technology Innovation Center
August 10, 2012

DATA INTEGRATION

Asian College of Technology Innovation Center
December 13, 2012

Skills/Interest

- I have ample knowledge in MS Office, Adobe Photoshop, Adobe After Effects, Sony Vegas, Ink Scape.
- I have good communication skills.
- I am willing to be trained, flexible to any task.
- I am known for having a pleasing personality.

Personal Profile

Nationality : Filipino

Sex : Female

Date of Birth : May 30, 1995

Age : 24 y/o

Reference

Mayell Montessa Ornum
Subject Matter Expert, Wipro BPS
09066373217

Doreen Maricar Verano
Group Lead, Wipro BPS
09478936024

Maria Trinidad Mahusay
Quality Analyst, Wipro BPS
09154884601