

CSR
@myrimo

5/1/18
@ 11:30 pm

mar-6 - 11PM

JANICE ANNE MARIE L. ABELGAS

18 F. Pacana St. Punta Princesa, Cebu City 6000

0915-605-0490

angelluz 77@yahoo.com

Objective: To obtain an entry-level customer service, technical support position, utilizing my strong, analytical and interpersonal skills.

SKILLS:

- excellent communication skills
- goal oriented, strong
- willing to undergo training

SPD: 49
ACC: 96.8

WORK EXPERIENCE:

6 yrs in BPO Industry

Position and Date Inclusive	Company and Company Address	Responsibility
Customer Care Sr. Assistant September 2017 – January 2018	Conduent (Amos) 9 th Flr. Cebu I.T. Tower 2, Cebu Business Park, Cebu City 6000 "shift problem" — 2AM, 1200 WT	- basic phone troubleshooting - processed customer's plan - resolved customer's concern
Customer Service Representative February 2014 – July 2017 (3yrs & 9 mos)	WIPRO BPO Philippines LTD., Inc. Cebu I.T. Tower 1, corner Archbishop Reyes Ave and Mindanao St. Cebu Business Park, Cebu City 6000	- Resolution Specialist - Insurance - provided customer's benefits - processed claims - wants to try in a dayshift acct.
Customer Service Representative/Sales Representative July 2010 – December 2013 (3yrs more)	Cebu Global Teleservices, Inc. 3 rd Flr. Mango Square Mall, Cebu City 6000 worried about the stability of the accounts	- take orders - processed refunds and cancellation + supplements online
Cashier February – July 2008	La Nueva Supermart Magallanes St. Cebu City 6000	- trained new hired cashiers - received and recorded payments

m: Luz Abelgas (Retired Public Teacher)
F: deceased (Retired Poolkeeper)
Siblings: 5 (3th)
why start ASAP

communication
5-5/10
Salary expectation:
17k/mo

EDUCATIONAL BACKGROUND:

Course and Inclusive Date	School and School Address	Accomplishments
Bachelor of Arts major in English March 2002 – March 2007	University Of Cebu Sanciangko St. Cebu City 6000	- submitted requirements for the completion of the year level <i>2 year</i>

CHARACTER REFERENCE:

Name of Reference and Title	Company Name and Company Address	Contact Number
Ronez Zapanta Team Leader	Conduent 9 th Flr. Cebu I.T. Tower 2 Cebu Business Park, Cebu City 6000	0922-992-3760
Christine Paragsa Team Leader	WIPRO BPO Philippines LTD., Inc. Cebu I.T. Tower 1, corner Archbishop Reyes Ave and Mindanao St. Cebu Business Park, Cebu City 6000	0906-612-3832
Irene Gerona Trainer	WIPRO BPO Philippines LTD., Inc. Cebu I.T. Tower 1, corner Archbishop Reyes Ave and Mindanao St. Cebu Business Park, Cebu City 6000	0922-779-9595
Albeca Cataluna Supervisor/Quality Evaluator	Cebu Global Teleservices, Inc. 3 rd Flr. Mango Square Mall, Cebu City 6000	0905-937-3908