

JULIE ANN C. BAYA

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A senior high school graduate seeking a job where I can learn, improve, utilize my skills and make a positive impact on the company.

SKILLS

Independent, quick-learner and needs minimum supervision.

Familiar with Microsoft Office programs: Word, Excel

Interpersonal skills are great.

Ability to deal with people diplomatically.

Ability to do multitask; can meet deadlines.

Excellent English communication skills both oral and written.

WORK EXPERIENCE

Call Center Agent

Foundever – 2023 / Commerce St, corner B. Benedicto St.

- Engaged in calls, utilizing the tools while training
- Resolved 30+ customer complaints and inquiries per day, receiving 100% positive customer reviews
- Developed and eager to find new inquiries per day
- Improving customer experience
- Engaged customers, informing them also with the right SSO
- Responded to customer's grievances and frustrations, resolving with a 93% success score

EDUCATION

Year 2015 – 2020: ***ST. MARYS ACADEMY OF SAN NICOLAS***

Address: **7VVR+69W, T. Abella, San Nicolas, Cebu CITY2, Cebu**

- Member of the Language Club
- Dance Troupe Member

Year 2019 – 2022: ***University of Cebu Maritime Educational Training Center***

Address: **7VPH+Q34, Alumnus St, Cebu City, 6000 Cebu**

- Member of the Volleyball Team
- Studied Science Technology Engineering Mathematics (STEM)
- Member of the Language Club