

est. @ mynimo
- voice

3/23/18

@ 10:00pm

(Lyn)

Nonato, Marilyn

Lower Tipolo Mandaue, Cebu Central Visayas, Philippines.

Email: marilynonato@yahoo.com Tel: 09158245408(Mobile)

penetration
communication
skills - back
junction
20 minutes
Gysem and 3 years old

stable - partner passed away 20
2 children = took by her mother
mother in law = support financial
need

Employment History

sister - watson

1. Tech Mahindra

Position Title : Subject Matter Expert Aug 10, 2015 – Feb 28, 2018 (2 yrs 9 mos) - Acct. closed
Specialization : Customer Service total = 22,000 Acct Verizon (US)
Industry : Call Center / BPO
Work Description : Responsible for managing the team, helping agents by resolving customer's concern, providing sales techniques, processed and reports.

CS: 5.5
BS: another
SE: 1k, 0.22
= need job

2. Convergys Philippines Services Corporation.

- took good care of my mom (kidney problem)
= got pregnant = advice by Dr. to have bed rest

stayed together
Sp: 38
Acc 99%

Position Title (Level) : Customer Service Associate June 23, 2014 – December 14, 2014
Specialization : Customer Service (6 mos)
Industry : Call Center / BPO BP = 13,000K
Work Description : Responsible for representing our clients to their customers by handling calls promptly, interacting with customers to determine their needs, and providing consistent, high quality service and accurate information to the customers. total = 1k, 0.1K

no tolerance
in calls

3. Agent works Contact Solutions Inc.

ACCT: wireless

Position Title (Level) : Customer Service Representative Aug 29, 2011 – May 10, 2013 - partner & I decided to move in Cebu
Specialization : Customer Service (1 yr 9 mos)
Industry : Call Center / BPO OFFICE : QUEZON CITY (MANILA) BP = 18,000K
Work Description : Provides assistance to customers in the selection and purchase of wireless telecommunications products and services. Obtains or receives merchandise, totals bill, accepts payment, and makes change for customers. Answers customer questions and resolves customer service issues relating to phone bills, equipment, products and services. TOTAL = 22,000K

= small business
by rain-rain store
= 1 son = took care 1
year before
applying convergys
-> 3 yrs old - son

4. Gulf Asia Travel Corporation

Position Title (Level) : Reservation And Ticketing Agent Jan 2009 - Jan 2010
Specialization : Hotel Management/Tourism Services
Role : Ticketing
Industry : Travel / Tourism
Work Description : 1) Arranges reservations and routing for passengers at request of Ticket Agent.
2) Examines passenger ticket or pass to direct passenger to specified area for loading.

- 3) Plans route and computes ticket cost, using schedules, rate books, and computer.
- 4) Reads coded data on tickets to ascertain destination, marks tickets, and assigns boarding pass.
- 5) Informs travel agents in other locations of space reserved or available.

Educational Background

Vocational Diploma / Short Course Certificate of Hospitality/Tourism/Hotel Management

Graduation Date : 2008
 Major : Tourism Management
 Institution/College : Philippine Women's University (PWU), Philippines

(Associate Degree)

Personal Particulars & Preferences

Date of Birth : 03 Nov 1987
 Nationality : Filipino
 Gender : Female

M: Filadelfina Perrijaer (HW)
 F: Marcelino Nonato (Business man)
 Siblings: (elder)

Additional Info

Medical Tourism Philippine Women's University 2008
 Taft Avenue, Manila

Hotel Familiarization Bayview Park Hotel 2007
 Roxas Blvd., Manila

Personality Development Philippine Women's University 2006
 PWU, Campus

Front Desk Office Manila Hotel 2008
 Familiarization Roxas Blvd., Manila