

INaAngelito Esolana Cabunilas

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Summary:

Highly motivated, enthusiastic and hardworking. Highly efficient and energetic, with special focus on providing customers with great service, aimed at retaining their business.

Key Strengths:

- Good knowledge of principles on customer service
- Profound ability to establish and maintain effective customer relationship
- Calm under work pressure and stress
- Flexible and versatile; can do multi-tasking
- Have strong communication skills

Education:

- Elementary : Gun-ob Elementary School, 2005 – 2011
- Highschool : Gun-ob Highschool, 2011 – 2015
- College : University of San Jose-Recoletos, 2015 – 2016

Positions / Awards acquired:

- Editor in Chief, 2014-2015
- Public Relations Officer, Supreme Student Government 2014-2015
- Vice President, Arts Club 2014-2015
- 1st place Mathematics Quiz, School Level, 2012-2015
- Best in Mathematics, SY 2014-2015
- Third Honorable Mention, Batch 2014-2015

Work Experiences related to BPO:

- **Teleperformance** (IT Park): Customer Service Representative (March 2020 – December 2022)
- **Concentrix** (Mactan Newtown): Technical Advisor (May 2023 – August 2024)
- **Mang Inasal**: Service Crew: May 2019 - feb 2020

References:

- Emily Ubod (Team Leader) - 0919486432

- Joan Villaceran (Operations Manager) - 09173147980