

CSR - Voice / Non Voice

@ 11:30 PM

4/16/18

@ Mynimo

"Yes"

SP: 37

Acc: 96.2

GIZZELLE JEAN LARAWAN

646 Plaridel St. Alang-alang Mandaue City

Contact Number: 09322132738 / 09430567138

gizzellejeanlarawan@gmail.com

BPO = 5 years and 7 months

PERSONAL BACKGROUND

Date of Birth: May 20, 1991

Age: 26

Civil Status: Single

Religion: Roman Catholic

Nationality: Filipino

Height: 5'4"

Weight: 60 kl.

Language Spoken: Cebuano, Tagalog, Ilonggo and English

- 2 kids (6 y/o, 3 y/o) *took care the kids*
- living together w/ partner
work of partner: PMV driver

- took care by the father

- mom can took care if her partner will drive (parttime)

* EFL - 2 months

- tax reason

WORK EXPERIENCE: Jan - March 2017 - seasonal account

Position: Call Center Representative * 6 months

Sales Department (Hotels.com account) - incentive issue (reason why she resigned)

Company: Aegis (People Support) I.T Park Lahug

Date: November 2012- May 2013

Act: charter cable

Act: Hotels.com

* 24/7 (CALL SUPPORT) BP=18,0

Position: Technical Support Representative * 1 year 2 months

Company: Tele Tech

Date: May 2013-October 2014

- account was closed

April 2017 - Dec. 2017

- 7 months *Act: ATNT*

- account was closed

Position: Technical Support Professional

Company: Convergys Phil. Inc. (J Centre)

Date: October 2014-December 2016

Cashier / Check-out Clerk

METRO AYALA

BP: 19,500 * 1 year

* contractual

** EXL = (2 months)*

** 24/7*

EDUCATIONAL BACKGROUND:

Bachelor of Science in Information Technology

Trade Tech International Science Institute - Undergraduate

M.C Briones St., Ibabao Mandaue City (2nd year)

2007-2009

- financial problem

- plan to pursue studies

Strengths:

* team player

* open-minded

* hard working

* can work w/ less

supervision

Secondary

Mandaue City Comprehensive National High School

Plaridel St., Reclamation Area Mandaue City

2003-2007

Intermediate

Opao Elementary School

Opao Mandaue City

1997-2003

Weakness:

* family

absent because of family emergency

BP=14,100

BP=18,100

2 years / 2 months management issues of giving fair incentives / commissions

*CS: 5.3
SE: 18k-25k (depends, really need work)
DA:
↳ ACAP*

CHARACTER REFERENCE:

Marvic Portugal
Team Leader
Alorica
09369394280

Ryan Valencia
Team Supervisor
Convergys Phil. Inc (J Centre)
09260437450/ 09771550691

Rosario Arellano
Team Supervisor
Aegis (People Support)
09234518463