

CSP

Voice

5/24/18

@ 8:40pm

* Ok for Res



BEVERLY JANE C. GULLEM

94-E Cabantan street Barrio Luz, Cebu city

Phone number: +63 993 688 029

Email: beverlyjanegullem012595@gmail.com

live with family

single w/o dependents

BPO experience = 2 years and 8 months

OBJECTIVES

To desire a position where making the most of a convincing power and the aptitude to provide precise information to customers.

33

97.4

QUALIFICATIONS

- Proficient in Microsoft office (word, powerpoint & excel)
- Good verbal and written communication skills
- Effective interpersonal, teamwork orientation

EDUCATIONAL BACKGROUND

COLLEGE

AMA COMPUTER COLLEGE

Bachelor of Science in Information and Technology

June 2011-April 2015 = undergraduate = 4th year - 1st sem
= financial problem

m: HW

f: Electrician (Mexico)

3 (elder)

2nd: studying

OS: 5.2

ES: 14K (BP)

SD: AAP -

10 years

SECONDARY

ABELLANA NATIONAL HIGH SCHOOL

June 2007-April 2011

PRIMARY

BARRIO LUZ ELEMENTARY SCHOOL

June 2001-March 2007

iply?

*= stay more than 10 years
= to be a teamplayer*

weakness:

** force is for
customer service*

** if reprimanded
on her mistake
will be sad.*

strengths:

** teamplayer
* fast learner
* criticism - positive
* environment*

EXPERIENCES

CONVERGYS IT PARK CEBU – I2 BUILDING
Dell Technical Support representative
June 2015-July 2016 (1yr & 1month)

- Account got closed
Act: Dell (Voice)

*process and procedure (didn't
specific)*

wearing clothes of different logo

TELEPERFORMANCE INSULAR CEBU

Travel consultant (mainly for hotel reservations) for Caesars Entertainment (Act)
July 2016-Sept 2017 (1yr & 1month)

- Incentive issue (late payment)

(Act: ~~Caesars~~ Entertainment)

411 LOCALS CEBU
Sales representative
Sept 2017-Feb 2018 (6 mos)

- failed to quota (twice)

EOC
(6 mos)

Act: 411 - local listing of specific business
BP: 10,000

Asthma - ~~1 year~~

once a year

REFERENCES

Dr. Vilma Lastimosa
School Director of AMA computer college
facebook: vilma.lastimosa
Mobile: 09232729562

*claimed that she was running
hospital and didn't want to
be taken care of.*

Engr. Rodrigo Gallentes
School Registrar
Facebook: Rod Gallentes
Mobile: 09107871443

Mighty Sam Galeza (teleperformance)
Supervisor/ Team leader
Facebook: Mighty Sam
Mobile: 09995451113