

OPR - Open to any position
@ Facebook - iPlay page

@ 8:15 PM

7/20/18

"Gigi"

Geralyn L. Genson

Alaska, Mambaling, Cebu City - 7 w/ her family

Cell # 0919-2061611

Email Add: geralyn_genson@yahoo.com



- 5 years BPO experience (4 years & 11 months)

Career Objective:

Able to fulfill my duties and tasks at a given time and is willing to offer extended hours should the task requires and share my knowledge and ability according to my course and my personal skills.

* amenable for night shift sched

Personal Data:

Age : 49 years old

Gender : Female

Date of Birth : Jan. 30, 1969

Place of Birth : Bantayan Is., Cebu Phils.

Civil Status : Married - for 18 years

Citizenship : Filipino

Height : 5'1

Weight : 130lbs

Religion : Catholic

Husband's Name : Arturo C. Genson

Occupation : Business man

OP: 37

KCO 98.1

CS: 5.13

OP: 16-18k
- negotiable

DA: ASAP

Strengths:

- value time (no issues w/ attendance)
- flexible

Weaknesses:

- Health / self discipline issue

Husband: Agent
accept Balik bayan form
VC but not often

2 kids: 1st - 18 - USJR 30-40 boxes only
2nd - Grade 9 - Catholic school in Pasig

- why iPlay? (has maintenance for HPD pass)
* weekends off
got her attention

Stay in a company?

- * benefits & grow (career growth)
- * recognition
- * freedom to open our concerns
- * training at a specific account she will be handle

Children's Name : Kyla Moira L. Genson
First Year in College
18 yrs of age
Justin Ivan L. Genson
Grade 9 – Junior High School
15 yrs of age

Educational Background:

College

^{October}
(1986-1992) Bachelor in Art Major In English GRADUATE
University of the San Jose – Recoletos
Magallanes St., Cebu City

High School

(1982-1986) St. Scholastica's Academy
Tabunoc, Talisay City, Cebu

Elementary

(1977- 1982) Tabunoc Elementary School
Tabunoc, Talisay City Cebu

Work Experience

- ❖ St. Scholastica's Academy
Secretary to the Principal 1993-1994
resigned due to dual work teacher at night at the same time principal
- ❖ DPE International - 10 years
Customer Service Representative 1994-2004
- bankruptcy company closed and established new company (ELITE) transport Internat

* stayed at home for 7 years

- ❖ Elite Transport International - closed company = 2 years
Customer Service Representative 2004-2006 - company closed

BP = 15,000

- ❖ Supportsave Solutions Inc - 4 years & 1 month = online
Customer Service Representative June 2013- July 2017 - left bec. leave wasn't approved

Bali Basket - Hong Kong
Bradwear - Australia
Bosch
PASA for
might be more
than I do
and she's as
to tender
resignation

- ❖ Convergys Phils. Inc - 10 months
❖ Technical Support Associate September 2017 to June 15, 2018

* INTUIT
* 18,500 (BP)

Job Description

- left bec. of looking for fixed weekends off.
8:30 pm - 5:30 am - 7 night shift


Customer service support which includes answering emails like chasing order, refund, cancellation request and product query and receives in bound calls.

Back office support for 2 years which includes data encoding, data entry and job posting.

Process orders for customers with pricing according to finish needed.

Provide technical support for an accounting software

I hereby certify that the above information is true and correct to the best of my knowledge and beliefs


GERALDINE L. GERSON

Applicant's Signature