

referred: JOAN LISON/PPA  
@ 11:00 PM  
FOR ON/DM  
ELVIRA



# ELVIRA DIOTAY JUBAY

Upper Labogon, Mandaue City, Cebu  
Mobile Nos. 0920-632-2923 / 0975-967-4823  
Email Address: [jubay.elvira@live.com](mailto:jubay.elvira@live.com)/  
[ambergaby11@gmail.com](mailto:ambergaby11@gmail.com)

- 5 years BPO experience  
- amenable to work night shift

## Personal Information

<b>Date of Birth:</b>	August 27, 1977	<b>Nationality:</b>	Filipino
<b>Place of Birth:</b>	Caloocan City, Manila	<b>Status:</b>	Single
<b>Age:</b>	41 years old	<b>Languages:</b>	English
<b>Height:</b>	5 feet 1 inch		
<b>Weight:</b>	56 kg.		

SP: 95  
Acc: 98-1

CS: 5-5  
SE: 16-1  
All  
DA: ACAT

## Career Objective

Enhance my professional career through continuous advancements in the different facets of my personality

## Key Skills

Proficient in basic computer operations and Windows application  
Special Events Coordination

## Professional History

**Customer Support Professional** MAWILA at Stream acquired by Convergys June 2011 to August 2016

Convergys Philippines (formerly Stream Global Services) - 5 years (14,500 - 15,000 A11.0)

- Duties and Responsibilities:** - Acct: Microsoft
- SiriusXM (voice account) - Non Voice Account → transferred to Voice Acct: Time Warner Cable  
 Billing: Educate customers on bill statements, process payment, non-pay  
 Sales: Upselling  
 Technical: Basic troubleshoot for portable and oem satellite radios  
 Customer Care: Activate accts, general inquiry  
 Saves Team (Cancellation): Offers options such as downgrade, upgrade of services and special promos to keep customers
  - Time Warner Cable (voice account)  
 Billing: Educate customers on bill statements, process payment  
 Sales: Upselling  
 Technical: Basic troubleshoot, send ping  
 Customer Care
  - Microsoft Abuse (non-voice account)  
 Moderate images/videos uploaded in Live/MSN/Hotmail accts
  - Microsoft Live ID (non-voice account)  
 Password validations in Live/MSN/Hotmail accts

**General Transcriptionist** (Medical records, Voicemail messages, Legal documents)

*E-Transnet Incorporated* ✓

**March 2010 to June 2011**

*Global eBusiness Outsource, Inc.* ✓

**September 2007 to March 2010**

**Duties and Responsibilities:**

Transcribes voicemail into text (sends as email and other TAT files)

Transcribes media files into text (sends as email and other TAT files)

### **Educational Background**

**Short Course:** ✓ St. Augustine, School of Nursing  
(2006-2007) Medical Transcription  
Quezon City

**College:** Bachelor of Science in Foreign Services, Major in Diplomacy - *GRADUATE*  
(1994-1998) Lyceum of the Philippines  
Intramuros, Manila

*why not your degree?*

**Secondary:** Caloocan High School  
(1990-1994) 10<sup>th</sup> Ave, Caloocan City

*- tried to apply at DFA  
but having a hard time*

### **References**

1. **Marvin Baraquia**  
SRC Case Manager, Telstra Complaints Department  
Mobile no. 09151621908
2. **Ms. Janine De Guzman**  
CRD Asst. Manager, Toyota Abad Santos  
Mobile no. 0917-7033324
3. **Mrs. Rofelin B. Samar**  
Consultant, Quality Plus Management Consulting Corp.  
Mobile no. 0922-8483566
4. **Ms. Julie Anne Basas**  
Service Associate, BPI Family Savings Bank (Puregold Valenzuela Branch)  
Mobile no. 0905-5143129