

CSR-Voice
Referred: EMELYN TOLENTIN

@10:30 PM

8/23/18



"MAY"

MAY ANNE A. ESPINA -32 years old

444- EE P. Del Rosario Extension, Cebu City => w/ her mother

Email Address: mayanneespina@yahoo.com

Contact # 0942-4414486 or 09269743627

SP: 40
Acc: 95.7

CSI: 5/5
SE: 12-16k
(BP)

-single mom - 2 kids (13, 10) independent but w/ her mom

BPO experience: more than 1 year

DA: After

POSITION DESIRED:

M: tenting room business

80 days

CAREER OBJECTIVE:

F: deceased

2 subs (eldest)

To learn and refine my skills and contribute the best performance for the job in the company, where my general knowledge and the application of my skills will be enhance for the best progress.

2nd - Man
youngest - ex

WORK EXPERIENCES:

July 2017 up to Present
SUPPORTSAVE FUSION

(1 year of counting...
Fact: Dept Office) 15k All in
- want to try something

7F Cybergate Bldg., Fuente Osmena, Cebu City, Cebu - Allowance problem (not driven anymore to the company)

CUSTOMER SERVICE REPRESENTATIVE

Job Function:

- Generally answering phone calls and emails from customers.
- Give customers information about products & services, take orders, & process returns.
- Helping customers understand the product and answering questions about their orders.
- Walking customers through basic troubleshooting or setup processes.
- Help customers with complaints and questions.

May 9, 2015 up to August 8, 2017 - 2 years

PAGES HOLDINGS, INC.

- salary is not enough (good company)

Thirsty Compound, Gov. Cuenco Ave. Banilad Cebu City

CASHIER/ WAITRESS

minimum wage

7k-monthly net

Job Function:

- Receive payment by cash, credit cards, or debit.
- Issue receipts, refunds, credits, or change due to customer.
- Resolve customer complaints in a proactive manner.
- Taking food and beverage orders.

April 14, 2011 up to November 30, 2012

MAGIC MELT FOODS, INC. - 1 year 2 6 months
Bancal Road, Lapu-lapu City - left bec. do OT w/o pay
SALES LADY/ CASHIER

Job Function:

- Basic Selling- aggressive sales talk.
- Sales Projection- monitoring daily and monthly sales.
- Product Projection- monitoring stocks, fast moving or needs improvement.
- Ensure products are arranged attractively and automatically refilled.

May 9, 2006 up to March 31, 2009 - 2 years 2 6 months
NAKO LENDING INVESTORS, INC.

Tres de Abril St., Labangon, Cebu City - left bec. the salary is not minimum (150/day)

FIELD COLLECTOR

Job Function:

- Collects daily payment of customers (house to house).
- Canvass prospect customers.
- Make a record of clients performance, either good paying or not.
- Remits cash collections daily to the cashier.

ON THE JOB TRAINING:

September 11 up to November 30, 2013 (Housekeeping Department)

MöVENPICK HOTEL MACTAN ISLAND CEBU

Punta Engaño, Mactan Island, 6015 Cebu City

STUDENT TRAINEE

Job Function:

- Look after the maintenance of cleanliness, orderliness and sanitation in all our assigned guestrooms.
- Look after the proper use, maintenance and storage of cleaning equipment.
- Attend to the needs and additional request of guest.
- Report and surrender all lost and found items to Supervisor.

EDUCATIONAL BACKGROUND:

2003 up to 2004

UNIVERSITY OF SAN CARLOS

Nasipit, Talamban,

Cebu City

A.B Library and Information Science - Under graduate (1st year)

- got pregnant

- no plans to pursue

TECHNICAL COURSES:

May 7- June 26, 2013

DMS GLOBAL Training Center, Inc.

Velez Ext. Capitol Site,

Cebu City

HOUSEKEEPING NC II

July 28- August 17, 2010

CLEVERLEARN E.L.I., Inc.

JY Square Mall,

Lahug, Cebu City

Finishing Course for Call Center Agents

QUALIFICATIONS/ SKILLS:

- Service-orientated and a team player.
- Skilled in providing well-mannered and friendly service to guest, clients & colleagues.
- Willing to “pitch-in” and assist colleagues with their work duties.
- Efficient customer service skills.
- Able to work in fast paced surroundings.
- Adaptable, positive, and open to new ideas.
- Knowledge-hungry learner, eager to meet challenges and quickly assimilate new concepts.
- Able to communicate in English in both written and oral forms.

CHARACTER REFERENCES:

Ms. Cathy Ta-a
Franchising Manager/ PHI
0932-445-2286

Mr. Gerondio Reconalla Jr.
Restaurant Supervisor, ZubuChon
0933-025-8795

Mr. Serafin Catalogo
Team Lead, Supportsave Fusion
0939-3049983