

**DIOSCORO L. ABANGAN**  
 111-Bulacao Pardo, Cebu City, Philippines  
 09226825086  
 dioabangan@gmail.com



CSR - voice / non-voice  
 \* Dig  
 \* All for them  
 prepared

**Objectives:** To obtain a position that will enable me to use my abilities & skills and to work well with others. Organized and driven to stay on task and to gain knowledge towards work.

**EDUCATIONAL ATTAINMENT**

Elementary  
 Bulacao Community School  
 2004-2005

Secondary  
 Bulacao Community High School  
 2010-2011

Tertiary  
 CBD College  
 Bachelor of Elementary Education (BEE)  
 2011-2015 *graduated*

**PERSONAL INFORMATION**

Date of Birth : September 13, 1992  
 Age : 26 yrs. old  
 Place of Birth : Cebu City  
 Civil Status : Single  
 Height : 5'5 1/2  
 Weight : 210 lbs.  
 Nationality : Filipino  
 Religion : Roman Catholic  
 Language/Dialects Spoken : English, Filipino, Cebuano

**WORK HISTORY**

Jollibee Foods Corp.  
 Bulacao Branch  
 May 2013 - October 2013 5 months  
 Kitchen crew student  
 how to deal w/ customers  
 quality over quantity

agreement → Mr.  
 available  
 FS: 16k BP  
 SD: ASAP  
 OS: 5-5  
 20k allow

5:30pm  
 93.2cc  
 off try  
 balance  
 coordinator  
 for events

BPO  
 - wanted to work since high school  
 - customer service & quality  
 - to gain knowledge  
 - to meet people / friends  
 - *Play?*  
 - *want to be a TL*  
 - *schedule, fixed weekends off*

10/18/18

**Adala Brilliant Child (ABC) Academy**

Villa Bulista, Bulacao Cebu City

June 2015 - January 2016 (Present) 7 mos

Teacher (volunteer) (Grade school) replaced

**Tech Mahindra**

Ebluc 3, LT Business Park, Lahug Cebu City

Technical Support - voice

May 2016 - November 2016 5 mos

Resigned  
family problem  
dad's health problem

Qualton Philippines Inc. *via CSR*

attendance was ok

Skyrise 3, LT Business Park, Lahug, Cebu City

CSR/TSR Tier 3 Local Escalations and Retention Department

December 2016 - September 2018 1 year 9 mos

Resigned  
change in notice  
marketing RD OT

(strategy talk)

**SKILLS AND ABILITIES:**

- Well motivated

- Can work with less supervision

- Time manageable

*organizational*

- Report on time

*happy person*

- Creative wise

- Efficient and Effective towards work

- Self sufficient and well cooperated with others

- Computer Literate (MS WORD & EXCEL)

- Event Coordinator/Planner/Emcee

**CHARACTER REFERENCES**

Jilda A. Aying

Team Lead/Supervisor

VBS Team, Planet DDS Inc.

09232662911

Ma. Elena Undaloc

Tier 3 Team Supervisor

Skyrise 3, IT Business Park, Lahug, Cebu City

09498614508

Dianne Mae Caravana

Manager

Jollibee Foods Corp

094222414650

Farrar M. Herrera

Group Lead

Tech Mahindra Cebu

Ebluc 3, IT Park, Lahug Cebu City

09272263432

Farah T. Abangan  
Court Stenographer  
Supreme Court of the Philippines  
[Regional Trial Court Br. 7- Cebu City]  
(032) 401-0053 / 09328771771

Workman  
- gets stressed about  
work but tries to improve

through  
- family and partner

3-4  
hour a  
day  
dressed in promotions  
marketing RD OT

main caretaker of  
his dad

4th child

3 siblings

F - unemployed

M - deceased

9 family members