

CSR - Voice

Referred by: Krinna Emmons
Mymimo



10/26/18
11:00PM

ANN CARMELLE A. NARONA

City Address : Nasipit, Talamban, Cebu City
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OBJECTIVE: To obtain a position that will enable me to use my good organizational skills, educational background and ability to work well with people.

PERSONAL INFORMATION:

Date of Birth	August 21, 1995
Place of Birth	Maasin, Southern Leyte
Civil Status	Single
Age	23 years old
Nationality	Filipino
Height	5'3"
Weight	59kg
Religion	Roman Catholic
Sex	Female

Leyte
M: retired gov't employee
F: retired seaman
only child
supporting parents
on medications

36
95-12

QUALIFICATIONS:

- ✓ Computer literate
- ✓ Hardworking, responsible and patient
- ✓ Get along well with employers and co-workers
- ✓ Flexible in responding to change
- ✓ Work well under pressure to meet deadlines

BPO?
- lack for work experience
- tried getting job in Surfside
iPlog
- 25k sign on bonus
- relaxed work environment
- fixed days off
- looking for pro-employee company

SKILLS:

- ✓ Oriented in **Microsoft Office** applications such as:
 - Microsoft Office Word
 - Microsoft Office Excel
 - Microsoft Office PowerPoint
- ✓ Good communication skills
- ✓ Can maintain safe and clean working environment by complying with procedures, rules, and regulations.
- ✓ Can do multi-tasking

↓ alln 19-20k
↓ 17k BP ← ES : 21-22k AI
18-19k BP
SD: ASAP

graveyard → ok

EDUCATIONAL BACKGROUND:

Tertiary **University of San Carlos**
Nasipit, Talamban, Cebu City
Bachelor of Tourism Management
(2012 - 2016) *Graduate April 2016*

Secondary **Saint Joseph College**
Tunga-tunga, Maasin City, Southern Leyte
(2008 – 2012)

Intermediate **Saint Joseph College**
Tunga-tunga, Maasin City, Southern Leyte
(2002 – 2008)

TRAININGS/SEMINARS/LECTURES ATTENDED:

- ✓ “On the Job training at Philippines Air Asia, Inc.”
November 9, 2015 – March 9, 2016
- ✓ “Opening our Doors to Today’s World Travelers: *Development and Sustainability in the Case of Malaysia’s Homestays*”
- ✓ “Standard First Aid Training”
Golden Valley Hotel, Cebu City
February 17-21, 2015
- ✓ “New trend of tourism and Cross Selling”
- ✓ “Basic Life Support Training (CPR Adult)”
- ✓ “Enabling Progress through Total Quality Management Action”

WORK EXPERIENCE:

18k All in Wipro BPO Philippines LTD. INC
12k BP Cebu IT Tower, Ayala Cebu Business Park
July 14, 2016 – October 17, 2018
2 yrs 3 months

Attendance
1-2 times late / year
no absence

CSR Collections Advisor - outbound calls
British Telecom - collecting payments

Resigned coz of environment, management issues
biased. disputes w/ performance incentives
happened a few times

CHARACTER REFERENCES:

1. **Greggy Abella Logrono**
Team Lead (Consumer Collection) Wipro LTD. INC
09177900339
2. **Kevin Clyde Andres**
Complaint Analyst Wipro LTD. INC
09324302152
3. **Lutchel Booc**
Billing Advisor 24/7 Customer Philippines
09474832014