

@mynimo  
CSR- voice

FOR 2ND INTERVIEW  
@ 11:30 PM

1/29/19

# RESUME

? BPO - higher paying  
? i-ploy : different environment  
ok w/ night shift



57  
98.9%

**Ian Giles V. Valenzona**

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CS: 5-5  
SE: 17K - 18K BP  
25K AI  
DA: ASAP

## QUALIFICATIONS

### Education

Institution : **University of the Visayas** (Minglanilla Campus)  
Address : Minglanilla Cebu  
Qualification : Secondary (High school) studies  
Completed : 2008

Institution : **Cebu Institute of Technology** ✓  
Address : Natalio Bacalso Avenue, Cebu City  
Qualification : Bachelor of Science in Information Technology  
First Year 1<sup>st</sup> Semester CY 2008-2009

financial reasons

## PERSONAL DETAILS

Age : 30  
Birth Date : February 21, 1988  
Height : 5'5  
Marital Status : Married / 2 kids - 5yo, 7mos  
Name of Spouse : Rubie M. Valenzona  
Number of children : Daughter (1), Son (1)  
Citizenship : Filipino  
Address : Paknaan, Mandaue Cebu, 20-30 mins

M - 43 yo  
F - separated  
-30 yo  
W - no work, full time housewife

**SKILLS SUMMARY**

**Non-technical Skills:**

I can relate to almost all kinds of personalities, very down to earth, hardworking, patient, trustworthy, and has integrity. I am also detail-oriented, a good team player, willing to work overtime; in the night shift and holidays when needed. I can type at least 45 wpm net speed, can work under less supervision, a multi-tasker, fast learner, and willing to be trained.

I want to work hard to provide and support the needs of my family and give them a better future, and be a law-abiding, responsible, and God-fearing person.

**Computer Skills:**

Proficient with basic computer functions including mouse and keyboard usage, launching applications, conducting searches on the Internet, and maneuvering in a Windows-based environment with basic operations like:

- MS Excel ; Advanced
- MS Powerpoint ; Advanced
- MS Word ; Advanced

**EMPLOYMENT HISTORY**

**1. QUALFON (CEBU PHILIPPINES)**

Position Title : Customer Service Specialist 3 yrs 4mo

Inclusive Dates : October 27, 2015 to January 26, 2019

**Functions, duties and responsibilities**

*APPROVED FOR COMPANY OFFICE.*

*QUALFON*

*8 YEARS*

*RFL: leaves unapproved*

*Basic 13,500  
A1 23-25K*

*Mandatory OT*

- Uses numerous computer workstation applications to supply live responses to customers' needs
- Documents customer calls in the database system
- Assists customers with functionality and basic troubleshooting of product or account issues
- Assist in resolving serious complaints and escalated calls
- Maintains at a minimum, target levels of performance
- Maintains up to date level of product knowledge
- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques
- Tier 3 representative that handles supervisor and managerial calls

## 2. UNIVERSAL FEED MILLS CORPORATION

minimum wage

Position Title : Production Operator 6 mos

Inclusive Dates : March 2015 to September 2015

### Functions, duties and responsibilities

- RFL: hazardous environment
- Feed/ grain milling
  - Weekly equipment maintenance

## 3. STATELINE NUTRITIVE SNACKS

Position Title : Merchandiser 2 mo

Inclusive Dates : November 2014 to January 2015

### Functions, duties and responsibilities

- RFL: seasonal  
minimum wage
- Promoted the products of the company
  - Tagging of product prices
  - Made inventory records and made sure its accuracy
  - Managed replenishment of stocks
  - Dealt with sale or return, transfer or recall
  - Coordinated with store authorities as to stocks, deliveries, and etc.
  - Prepared weekly inventory reports.

## 4. OXFAM GB (International NGO) 3 mo

Position Title: MEAL (Monitoring Evaluation Accountability and Learning)

Volunteer RFL: project ended

Inclusive Dates : January 8 2014 to September 27, 2014

### Functions, duties and responsibilities:

- Encoded and monitored the daily activities of different departments of OXFAM GB.
- Encoded data in the evaluation of the impact of the activities of each department to the community
- Encoded master lists of beneficiaries of every program of each department.
- Encoded data of the accountability of each department if the criteria of service of each department are met.
- Encodes transactions in the warehouse, both inbound and outbound
- Prepared delivery schedule for replenishments
- Maintained accuracy of inventory records