

JERRCIE NAVECILLA EJES

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eldest of 7 siblings M: HW
F:

PERSONAL DATA

Age: 24 years old

Civil Status: Single

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Date of Birth: March 30, 1995

Religion: Roman Catholic

95

JH

OBJECTIVE

- To contribute to your organization's success through the use of exceptional dedication and interpersonal skills.

WORK EXPERIENCE

Cubical Inc. (November – February 2016)
- Contact Center Associate (MCA Campaign)

- Deliver prepared sales scripts to persuade potential customers to purchase a product or service.
- Describe products and services.
- Identify and overcome objections.

PhilSoftServe Corp. / TechHub Corp. (February 2016 – December 2018) 4 yrs 10 mos
- Contact Center Associate (EGB Campaign) *2 mos*

- Deliver prepared sales scripts to persuade potential customers to purchase a product or service.
- Collecting some data that includes surveys, telemarketing or verifications. *Google optimization*

Quality Assurance (EGB Campaign)

- Evaluate the process to establish required corrective response.
- Analyze data to identify areas for improvement in the Quality System
- Develop, recommend and monitor corrective and preventive actions

- Validate the process quality

Gravity BPO

- **Sales Representative (January 07 - February 14, 2019)**
- Deliver prepared sales script to persuade potential customers to purchase a product or service.
- **Quality Assurance (February 15, 2019- July 15, 2019)** *Finus*
- Evaluate the process to establish required corrective response.
- Analyze data to identify areas for improvement in the Quality System
- Develop, recommend and monitor corrective and preventive actions
- Validate the process quality

EDUCATION

2014-2015 **Fil-Canadian Caregiving School in Cebu**

2011-2013 **Cebu Institute of Technology – University**
Bachelor Of Science in Nursing *undergrad*

2006-2011 **Father Saturnino Urios College of Sibagat**

CHARACTER REFERENCES

- **Simeon L Delante Jr.**
Head Trainer, TechHub Corp. Cebu
09327727506
- **Arche J. Juezan**
Egb POC, TechHub Corp. Cebu
09327727506
- **Dominique Canizares**
Head Quality Assurance, Gravity BPO
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