

MARY ANN JOY F. SERATA

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OBJECTIVE:

To be employed, making use of my experience and abilities in order to be productive as part of the company.

PERSONAL INFORMATION

Age : 23 years old
Place of Birth : Cebu City
Date of Birth : April 19, 1996
Religion : The Salvation Army (Christian Born Again)
Nationality : Filipino
Civil Status : Single

EDUCATIONAL ATTAINMENT

Tertiary (Associate Course) : Banilad Center for Professional Development
Banilad Cebu City
(2013-2015)

Secondary : Canduman National High School
Canduman Mandaue City
(2008-2012)

Elementary : Canduman Elementary School
Canduman Mandaue City
(2003-2008)

CERTIFICATE RECEIVED

- Supervisory Skills
- Offering of Feedback & Coaching
- Team Building
- Positive Attitude
- Situational Leadership
- Email Etiquette
- Time Management
- Conflict Management
- Emotional Intelligence
- Work Force Management
- Basic Excel
- Advance Excel
- Lean Six Sigma-Yellow Belt
- Six Sigma - 7 QC Tools
- HR Calibration and Payroll Orientation

NATIONAL CERTIFICATE RECEIVED

- Front Office Services NC II
- Food and Beverage NC II
- Bread and Pastry NC II
- Commercial Cooking NC II
- Housekeeping NC II
- Bartending NC II
- APEC Appreciation Certificate

WORK EXPERIENCED

"BPO INDUSTRY"

- Outreach Consultant/ RTA POC Tech Mahindra V customer August 2016-May 2018
JESA ITC Bldg., 90 Gen. Maxilom Ave., Cebu City
- Associate Customer Support Tech Mahindra V customer May 2018- present
/TL POC 7th Floor Eblock 3 Geonzon Street,
• Associate Team Lead IT Park Labug, Cebu City
- Team Lead

"HOSPITALITY INDUSTRY"

- Admin Assistant (Kitchen) Radisson Blu Cebu May 2015- May 2016
Serging Osmeña Blvd. cor. Juan Luna Avenue
Cebu City, Philippines
- On the Job Trainee Radisson Blu Cebu October 2014- March 2015
Serging Osmeña Blvd. cor. Juan Luna Avenue
Cebu City, Philippines
- On the Job Trainee Café Laguna November 2013- January 2014
Ayala Center Cebu
- Cebu Goes Culinary Participant SM Cebu Trade Hall July 2014
Creative Cake Display
Bronze Awardee

CHARACTER REFERENCES

1. Emerald Rupal
09235640507
Pastor (Corps. Officer)
2. Elizabeth Lopez
09088859846
BCPD Director
3. Chinky Castro
09228135868
BCPD Vice Director for Student Affairs

Tech Knowledge - 310 6491

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