

ENGCO

7/24/17

RICH BETH E. VILLARETE

Brgy. Po-ok, Hinoba-an Negros Occidental

Mobile no: 09275361805

Email Address: richvillarete29@gmail.com

Plaza Housing; Nivel Hills, CC - 1 year



QUALIFICATIONS:

- Computer literate (MS Word and MS PowerPoint).
- Can communicate in English, Ilonggo, Tagalog and Cebuano.
- Can establish good customer relations.

EDUCATIONAL ATTAINMENT:

Attended Goshen SDA Multi Grades School 2003-2004

Attended Bilbao Uyico National High School 2007-2008

Attended Negros Oriental State University 2008-2010

Main Campus 1, Dumaguete City

Bachelor of Science in Tourism

- 3rd year
- no plans of pursuing studies

WORK EXPERIENCES:

Sales Representative (Call Center Agent)- Outbound
Merchant Service Center, Bacolod City
July 2012- January 2014

- Wells Fargo Bank
- employer had been flirting with her

Customer Support Agent
ePerformax Contact Center, Cebu City
eBay Australia Account
July 2014- May 2015 - 10 mos.

- coach was hard to approach;
moody
→ chat support; email & calls

Provider Services/Associate
Supervisory Assistance Group
United Health Care
WIPRO, Cebu City
May 2015- July 2017 2 yrs 2 mos.
(19)

- payroll disputes (lacking working days)
- commissions & bonuses

2nd of 3 siblings
Father - deceased
Mother - Negros in niece
Single - 25 y-o

* long term employment
in higher position

OTHER EXPERIENCES AND SEMINARS:

Joined Hotel and Restaurant Servicing Course
Hinoba-an, Negros Occidental (December 2010)
Completed the 200Hours On-the-job Training at the Planta Hotel nand
Residences Bacolod City, (January 2011)

Joined Finishing Course for Call center agents
Negros Occidental Language and Information Technology Center, Bacolod City
Learning Center for the aspiring call center agents and TESDA accredited
center, (March 2012)

REFERENCES:

Atty. Jodybone Octavio

Atty. At Law, Notary Public
Brgy. II, Hinoba-an Neg.Occ.

Rohmel Gilo

Workforce Supervisor
ePerformax Contact Center
Lahug, Cebu City
09998866994

Kit Salva

Supervisor
WIPRO, Cebu City
09231349360