

Charo L. Layon
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Objective:

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and utilizing my skills towards the growth of the organization.

Personal Information:

Citizenship: Filipino
Civil Status: Single
Religion: Born Again Christian
Gender: Female
Date of Birth: January 03, 1991

Educational Background:

Tertiary: Riverside College Bacolod City
Certificate in Midwifery
School Year 2007-2008

Tertiary: University of Perpetual-Help System DALTA

Bachelor of Science in Education Major in SPED
School Year 2009-2010

Work Experience:

2012

Panasiotic Solutions Bacolod City

- Customer Service Representative
- Assisting customers with phone concerns and technical issues.

2013 - 2014

Teletech Iloilo

- Technical Support Representative
- Troubleshooting internet problems to customers

2014

Vista Health Benefiting Solutions

- Sales and Customer Service Representative
- Providing options for customers to avail health care products

2016 - 2018

ABC360

- Online ESL Teacher
- Teaching Chinese students from beginners to adults.

2018

Elenrx Online Solutions

- Manager
- Supervisor
- Handling teachers' concerns and providing solutions to issues.

2018-2020

Tutoring KR (Home-based)

- Online ESL Teacher
- Teaching students from kids to adults
- Audio classes

2021-2022

OBPO

- Customer service representative in an aesthetics account
- Sending a message to another department to assist patient's concern.

2022-2023

Autumn's Tutorial Services

- Online ESL Teacher
- Teaching students from kids to adults

2022-2023

Telus International Philippines

- Technical Support Representative
- Assisting customers with troubleshooting internet, home phone and TV problems

SKILLS:

- Good written and oral communication skills (English)
- Proficient in: MS Word, MS Excel, MS PowerPoint
- Proficient Hardware & Software Troubleshooting
- Proficient in teaching students at all levels.
- Proficient in providing resolution to customers' concerns

HOBBIES AND INTEREST:

- Community Involvement
- Writing
- Photography
- Movies
- Music
- Reading

- Travel

PERSONAL REFERENCE:

Will provide upon request