

Florian Fay C. Gatica

40-D Sitio Rosal Street Maysilo, Malabon City

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Objective

To apply for a suitable position using my skills and abilities, and gain direct experience in the field providing services to people in real-life setting which will help increase my competence for the continues learning enhancement of my performance.

EDUCATIONAL BACKGROUND

TERTIARY: Bachelor of Science in Psychology
Our Lady of Fatima University-Valenzuela Campus
MacArthur Highway, Brgy. Marulas, Valenzuela City
2014-2018

SECONDARY: Vibrant Christian Academy
2470 M. De Los Reyes, Valenzuela City
2010-2014

Seminars Attended

- MILENYAL: Ang Sikolohiyang Pilipino sa Makabagong Panahon
La Consolacion University Philippines, Malolos, Bulacan City
September 24, 2016
- Mind your Mind: Promoting Mental Health Through Compassion and Service
St. Paul University, Quezon City
November 19, 2016
- Psychological Association of the Philippines- Junior Affiliates “Philippine Psychology in Challenging Times”
SMX Convention Center, Mall of Asia, Pasay City/ De La Salle University, Taft Avenue Manila
January 26-27, 2018

Skills

I am a team player and have good interpersonal skills, highly organized and focus on the task given. Also, I am proficient with basic computer software programs and fast typing skills. I learned to answer phone calls properly and do clerical duties like filing and sorting.

Internships

Industrial Setting:

- Philippine Business Bank
350 Rizal Avenue Extension Corner 7th Avenue Corner Grace Park, Caloocan City
April 17, 2017- May 24, 2017

Duties and Responsibilities:

I was assigned at the Training and Development team under the Human Resources Group where I did encoding company's database, filed 201 folders for their Basic Operations Training Program, made phone calls to confirm the attendance of the provincial seminar attendees, prepared handouts for their trainees and assisted in their seminars and orientation of the new hires of the company.

Guidance Setting:

- Notre Dame of Greater Manila
161 9th St, East Grace Park, Caloocan
November 2, 2017-December 7, 2017

Clinical Setting:

- San Antonio Elementary School SPED Center
178 E. Beltran St., Quezon City
February 7, 2018

Working Experience

- Teleperformance-Vertis North
Level 22, Ayala Malls Vertis North, Mindanao Avenue, Quezon City
October 25, 2021- February 3, 2022

Position: Customer Service Representative

Account: Wellcare

Work-from-home-setup

- VXI Panorama Center
1029 Epifanio de los Santos Avenue, Panorama Techno Center, Quezon City,
1105 Metro Manila
March 24, 2022- October 6, 2022

Position: Technical Support Representative

Account: Comcast

- Concentrix
Cyberwest, Epifanio de los Santos Ave, Project 7, Quezon City, Metro Manila
October 27, 2022- December 16, 2022

Position: Customer Service Representative

Account: T-mobile

Personal Information

Date of birth: September 22, 1998
Gender: Female
Civil Status: Single
Nationality: Filipino
Language: English/Tagalog

References

Name: Lorraine Clemente
Position: Client Service Executive
Company: Confidential
Company Address: Confidential
Contact Number: 0917-476-8278

I hereby certify that the above information are true and correct to the best of my knowledge.


Florian Fay C. Gatica
Applicant