

# GUTIERREZ JHOANA MAE

## OBJECTIVE:

Seeking under-graduate opportunity to develop and make use of God-given skills. To use my knowledge, improve and develop myself, and expand my experience. Seeking an opportunity to start a long-term career in this company.

## WORK EXPERIENCE

### Wyndham Destinations Inc. Travel and Leisure Co. (06JAN2020 – Jan-2025)

Wyndham Services Asia Pacific Phil., Inc. Business Centre 17,  
PhilExcel Business

To deliver an exceptional contact experience, assisting with members' bookings and transactions, inquiries, and feedback, contributing to enhanced member engagement.

- Providing Excellent Customer Care & Service and Assistance to owners, members, and no member of RCI.
- Helping to create good experiences and memories by booking in the best locations for their holidays.
- Creating an account for no members or owners.
- Offering and providing different promotions or discounts.
- Booking Exchange Reservations, Rentals and Hotel Exchange Reservations (3rd party affiliated resorts)

### Scale and Disrupt (June 2019 – Nov 2019)

Seat leasing / Home-based

- \*Business Development Associate
- We do client acquisition and B2B Lead Generation.
- Generating data based and social media cold outreach.
- Onboarding VA's upon client requirements through outsourcing.

### Origo BPO (March 06 – June 22, 2019)

7 Pavillon, Berthaphil Clark Center, Clark Freeport Zone,  
Pampanga 2009

### \*Inside Sales Associate

- Appointment setters answer inbound and outbound calls from the company's prospective and current clients or customers.
- Answering any questions, the client might have and set up appointments for the client to speak directly to a salesperson.
- Persistence: Not every customer is going to be a sale. Being able to bounce back if you lose a sale will be key for this job.

## CONTACT



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1077 Dau Ville Brgy, Duquit,  
Mabalacat City, Pampanga  
2010

## EXPERTISE

- Vacation Consultant (travel guide)
- Sales
- Customer Service
- Accounts Manager
- Appointment Setting

## LANGUAGE

- English
- Tagalog
- Kapampangan

**IBD International Branding Development Inc.**  
**(September 2017 – June 2018)**

Regus Bldg, 4th flr. Clark Center Clark Freeport Zone 2009 Pampanga, Philippines

\*Account Manager (Sales Representative)

- Answer inbound and outbound calls from the company's prospective and current clients or customers.
- Gathering Information for the activation of their accounts.
- Setting up or transferring funds and balances on the customer's accounts.

**IQOR. (September 2016 – September 2017)**

Bldg. 36 & 37, Berthaphil 2 Compound, Jose Abad Santos Ave., Clark Freeport Zone 2009 Pampanga, Philippines

\*MetroPCS (Customer Service Representative)

- Answer inbound and outbound calls from the company's prospective and current clients or customers.
- Giving customer satisfaction and customer care.
- Leading them and teaching how to do basic trouble shooting and their devices.
- Set up billing transactions and process payments.

**Sargas Inc. (August 2015 – July 2016)**

Unit 2 LRCI Bldg.2, (2nd Flr. Of MetroBank Salapungan) Mc Arthur Hiway, Salapungan Angeles City, Pampanga

\*Pure Incubation (Lead Generation Specialist)

- Answer inbound and outbound calls from the company's prospective and current clients or customers.
- Lead Generation.
- Calling executives to confirm pertinent details.

**Clark ON-Line It Hub Inc. (April 01, 2015 - July 15, 2015)**

C.M. Recto Highway, Clark Freeport Zone, Angeles, 2009 Pampanga, Philippines

\*ESL Teacher (Chinese On-Line Teacher)

- ESL instructor is to improve the English reading, writing, and speaking skills of students of diverse ages and backgrounds.
- ESL instructors must tailor their lessons for students whose native languages and English-speaking abilities are varied.
- File student improvement journals.

**Omnitech Customer Focus Inc. (May 2014 – March 2015)**

Office Center 07H & I, Berthaphil Clark Center, Jose Abad Santos Avenue,  
Clark Freeport Zone, Mabalacat, 2010

\*Microsoft (Technical Support Representative)

- Answering inbound and outbound calls.
- Giving basic troubleshooting.
- Assist to connect to the technician.

**Jayson Mendiola Motors (March 2013 – April 2014)**

Mt. Apo St. Plaridel 1 Malabánias, Angeles City, Pampanga, Philippines

\*SECRETARY/CASHIER

- Assist customers with their car issues or job orders.
- Keeping files and car mechanical job records.
- Call dealers and order items.
- Collecting payments.

**SilverLuck Car Accessories (June 2012 - October 2012)**

Claro M. Recto, Angeles City, Pampanga, Philippines

\*SECRETARY/CASHIER

- Assist customers with their car issues or job orders.
- Keeping files and car mechanical job records.
- Call dealers and order items.
- Collecting payments.

EDUCATION

**College: Mabalacat City College**

*(Tabun Mabalacat City, Pampanga)*

**Secondary: Duquit High School**

*(Brgy Duquit, Mabalacat City Pampanga)*

**Primary: Dau Homesite Elementary School**

*(Avocado St. Dau Homesite)*

REFERENCE

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