

Education

Limay Polytechnic College
Bachelor in Secondary Education
Major: Mathematics

Limay, Bataan
Jun 2011 – Apr 2015

Lamao National High School
Graduate

Brgy. Lamao, Limay, Bataan
Jun 2007 – Apr 2011

Career Summary

Customer-focused professional with experience in teaching, call center support, and online tutoring. Strong background in handling inquiries, resolving issues with empathy, and delivering accurate communication. Proven ability to meet performance goals, manage documentation, and build lasting relationships with clients and customers.

Experience

Mariveles National High School

Mariveles, Bataan

Teacher

Jun 2017 – Mar 2023

- Handled daily communication with students and parents, providing clear, professional, and empathetic responses to inquiries.
- Prepared and managed detailed reports, records, and documentation with a high level of accuracy.
- Ensured timely responses to concerns, resolving issues by applying strong problem-solving and judgment skills.
- Collaborated with colleagues and administrators to meet deadlines and maintain compliance with education standards.
- Consistently demonstrated patience, professionalism, and accuracy while handling repetitive tasks and high volumes of documentation.

Customer Service Agent

Clark, Pampanga

iQor Philippines

Dec 2016 – Apr 2017

- Handled inbound calls with professionalism, energy, and enthusiasm.
- Delivered excellent customer service by addressing inquiries and resolving issues promptly.
- Built strong customer relationships through trust, reliability, and effective communication.
- Consistently met call centre metrics, productivity goals, and quality standards.
- Educated customers on products and services while ensuring first-call resolution.

Freelance Tutor

Limay, Bataan

Sept 2013 – Nov. 2020

- Delivered personalized online tutoring sessions for local and international clients, ensuring high-quality learning experiences and strong client satisfaction.
- Prepared and organized digital learning resources, reports, and progress trackers to support student performance monitoring.
- Adapted quickly to client needs, providing responsive customer service and proactive problem-solving in dynamic situations.

Skills & Interests [Note: Optional]

Technical: Spreadsheet, G-Drive, Google Calendar, Gmeet, Google Slide, Zoom, Slack, , Canva, Quickbooks

Language: English