



## **KAY ANNE V. GALGO**

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**Objective:** To acquire a position where I can show my abilities, enhance my skills and potential to work independently, to contribute to the success of the company.

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### **WORK EXPERIENCE:**

#### **Personalisation Writer**

J2 Group Melbourne, Victoria

November  
2020-August  
2023

Responsibilities:

- Provide accurate and relevant details about the company
- Writing personalization to generate leads for clients
- Attend meetings

#### **Substitute Public School Teacher DepEd**

Division of Baybay City, Leyte, Philippines

January 2021-  
March 2021

Responsibilities:

- Prepare daily lesson plan and conduct classes
- Accomplish and submit necessary school forms
- Assess and compute learners' grade
- Attend trainings and seminars
- Participate in school activities

April 2021-May  
2021  
September 2022-  
December 2022

#### **Administrative Aide (Office of the University Registrar)**

Visayas State University, Visca Baybay City, Leyte

February 2019-  
December 2019

Responsibilities:

- Monitor and organize students' school records
- Facilitate students' clearance for transfer
- Update students' completion grades
- Receiving grade sheets and logging into database

- Answer queries as a front desk officer
- Assist in facilitating university enrollment
- Attend trainings and seminars

### **Customer Service Representative**

(1) Sykes Synergis Cebu, Mabolo, Cebu City (**Menulog Food Services account**)

August 2017-  
August 2018

#### Responsibilities:

- Listen to client's questions and concerns and provide responses
- Provide information about products and services
- Check order status and update restaurant partner's details
- Review customer accounts and make changes, if necessary
- Handle returns or complaints
- Record details of customer contacts and actions taken
- Refer customers to supervisors or more experienced employees, if necessary

(2) Teleperformance Cebu, Lahug, Cebu City (**Cebu Pacific Airline account**)

May 2016- June  
2017

#### Responsibilities:

- Listen to client's questions and concerns and provide responses
- Provide information about products and services
- Assist clients in booking, rerouting, rebooking of flights, and process billing or payments
- Review customer accounts and make changes, if necessary
- Handle returns or complaints
- Record details of customer contacts and actions taken
- Refer customers to supervisors or more experienced employees, if necessary

## **EDUCATIONAL BACKGROUND**

Visayas State University Graduate School  
Master of Education Major in English

2019-Ongoing

Visayas State University, Baybay City Leyte  
Bachelor of Elementary Education

2012-2016

Alternative Learning System, Baybay City, Leyte

October 2011-  
March 2012

Baybay National High School, Baybay Leyte

2010-2012

#### **RELEVANT TRAININGS AND SEMINARS:**

**IN-SERVICE TRAINING ON CAPACITATING TEACHERS THROUGH  
SYSTEM AND SERVICE OREINTATION**

March 15-19,2021

Division of Baybay City, Baybay City, Leyte

**BASIC OPERATIONS OF MICROSOFT OFFICE 2016**

August 1-2, 2019

Launcher Technology and Printing Services

**SCHOOL-BASED LEARNING ACTION CELL ON GUIDELINES ON  
THE IMPLEMENTATION OF THE RESULTS-BASED  
PERFORMANCE MANAGEMENT SYSTEM**

February 19,2021

Division of Baybay City, Baybay City, Leyte

#### **REFERENCES**

**RENATO A. MAALA**

Registrar III  
Visayas State University  
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