

MELARDO B.
MANONGSONG JR.

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045 Sampaguita B Vitalez Brgy. 197
Zone 20, Pasay City

SKILLS

- Problem-Solving
- Effective Communication
- Adaptability
- Technological and Digital Literacy
- Teamwork skill
- Time management

PERSONAL DETAILS

Date of Birth: December 9,1997

Place of Birth: Sta. Rosa Del Sur
Pasacao Camarines Sur

Marital Status: Single

Nationality: Filipino

Religion: Roman Catholic

Height: 5'11

Weight: 75kls.

Language spoken: Tagalog and
English

PERSONAL STATEMENT

To be able to secure responsible position in a well establish and prestigious company where knowledge and capabilities can be fully developed, and mutually shared for the company's growth.



EDUCATIONAL BACKGROUND

ELEMENTARY

Pasacao Central School
S/Y 2009 -2010

SECONDARY

Pasacao Academy
S/Y 2013 – 2014

COLLEGE

Central Bicol State University of Agriculture (Pasacao branch)

Bachelor of Elementary Education
S/Y 2019 - 2020

WORK EXPERIENCE

2016 Metrobank
Credit Card Agent

Responsibilities:

- Offering credit card samples and catalogs to client
- Educating them on the terms and use of the cards as well as the prices
- Convey brand information to customers and responds to inquiries that arise

2017 Sutherland Legazpi
Customer Service Representative

Responsibilities:

- Provide prompt, accurate and courteous responses to customers
- Answer inbound calls
- Solve routine and complex problems
- Display Active listening and superior customer service skill

2022 Unionbank of the Philippines
Junior Officer (CEG)

Responsibilities:

- Answer inbound calls
- Provide information in response to inquiries about processes, products or services; handle and resolve complaints; or refer complex matters to professional.