



SHENNAH MAE A. DE JESUS

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PROFILE

A university graduate with 5 years experience in the BPO industry as an agent and as a new hire trainer. Has 2 years experience as a real estate virtual assistant. Recognized for the ability to do the assigned responsibilities in an above the average level and in utilizing the tools needed to fulfill the assigned tasks with efficiency. Proven to have the skill to work with minimal supervision and acknowledged with excellence in the duties given. Also has a 10 years part time experience as an ESL Teacher to Japanese and Korean Students and did proofreading work for the university newsletter during my college years.

PERSONAL INFORMATION

AGE: 29 years old

BIRTH DATE: September 24, 1993

GENDER: Female

CIVIL STATUS: Single

CITIZENSHIP: Filipino

EDUCATIONAL BACKGROUND

COLLEGE

Bachelor of Arts in Social Sciences Major in Area Studies
University of the Philippines Manila
2010-2014

SECONDARY

St. Benedict School of Novaliches
Bagumbong, Caloocan City
2006-2010

PRIMARY

St. Benedict School of Novaliches
Bagumbong, Caloocan City
2006-2010

WORKING EXPERIENCE

April 2014 – October 2015

Customer Care Associate
IBM Concentrix
2nd floor, Cyberwest Building, West Avenue, Quezon City

November 2015 – December 2017

New Hire Trainer
IBM Concentrix
2nd floor, Cyberwest Building, West Avenue, Quezon City

February 2018 – August 2019

Technical Support Associate
Teleperformance
2/F New Annex SM City Fairview, Quezon City, Metro Manila ce Fairview

August 2010 – August 2020

ESL Teacher to Japanese and Korean Students (Part time)
Home based

September 2020 – August 2022

Real Estate Virtual Assistant
Home based

SKILLS AND ABILITIES

- Proficient and fluent in the English Language
- Organized, resourceful, hardworking and dedicated
- Computer Literate
- Can work under minimal supervision
- Able to get along with co-workers and accepts constructive criticisms
- Interested to find new ways to improve efficiency on assigned task

REFERENCES

Dr. Celestina P. Boncan
Senior Faculty
University of the Philippines Manila
Padre Faura, Manila
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Jill Bevera
Operations Manager
Concentrix
West Avenue, Quezon City
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I HEREBY CERTIFY THAT THE ABOVE MENTIONED INFORMATION ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE.

Shennah Mae A. De Jesus