**WINLY TUMBALI BAGATELA**

Manduriao, brgy. Tabucan Iloilo City

Iloilo 5000 PHILIPPINES

09603936826

09668622420

Winlybagatela1998@gmail.com

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**OBJECTIVE:**

To maintain customer satisfaction and improve customer experience with Call Center through my proven problem-solving skills, customer experience, and product knowledge

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**PERSONAL INFORMATION:**

Nickname: “Wayne”

Date of Birth: September 19, 1998

Place of Birth: Bacolod City

Age: 23

Gender: male

Civil Status: Single

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Nationality: Filipino

Height: 5’9 ft

Weight: 75 kgs.

Language: Hiligaynon, Tagalog, English

**Parents**

Mother: Mary Grace Tumbali

Father: Wilne Bagatela

**SKILLS:**

Able to Execute Computer Application:

Microsoft Office (Word, Excel, Powerpoint, Publisher)

Able to speak English, Tagalog, Hiligaynon.

Have good interpersonal skills.

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**EDUCATIONAL BACKGROUND:**

**TERTIARY**

Carlos Hilado Memorial State College

Course: Bachelor of Information System

Bacolod City, Negros Occidental

**SECONDARY**

Immaculate Conception Academy Inc.

Brgy. dancalan Ilog Negros Occ.

**ELEMENTARY**

Jorge Granada memorial Elementary School

Brgy. Calubang Ilog, Negros Occidental

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**WORK EXPERIENCES**

Panasiatic call center

Technical Representative

Iqor Iloilo

Collection Specialist

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Legato Philippines Iloilo

Customer Health Advocate

Transcom Iloilo

Technical Representative

Concentrix

Technical Chat Support

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**ACHIEVEMENTS**

Mr. Valentines 2017

Mr. Chmsc ft 2nd runner up 2018

Ginoong Bacolod 2018 finalist

Mr. Tigbauan 2020

Mr. Youth Philippines Iloilo 2023

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**CHARACTER REFERENCE:**

Tanya Jardeleza

Match Chat support

+639184516362‬

Justin Reith Colorado

Video review analyst

09777001921

Adrian Tomulto

Quality advocate

09661686955