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# FAITH SARAH V. NOPAL

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## SUMMARY

Driven to build student proficiency and core knowledge utilizing individualized instruction methods. Committed to long-term student success through well-rounded educations, creating motivational and collaborative learning environments that encourage social and emotional growth. Strategic in blending organizational skills, thorough educational background and ability to work well and communicate effectively with students, parents, colleagues and supervisors.

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## EXPERIENCE

**TECHNICAL SUPPORT REPRESENTATIVE | 8/2017- 9/2019**

**Convergys Philippines Incorporated**

- Provided timely and effective solutions based on information provided by customers.
- Gave clear and concise instructions to customers on how to resolve issues without difficulty.
- Efficiently performed troubleshooting through diagnostic techniques and pertinent questions.
- Maintained excellent team relationships by helping colleagues with complex customer issues, complaints, computer malfunctions and questions.

## TUTOR

- Evaluated students understanding of course material through examinations and in-depth essay writing.
- Helped students with subject knowledge as well as general abilities in learning, studying and retaining information.
- Scheduled tutoring sessions to help students improve grades and gain better grasp course material.
- Facilitated communication with teachers to help students focus on key areas and determine need for supplemental support.

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## SKILLS

- Relationship building
- Friendly and personable
- Interactive teaching/learning
- Multi-tasking

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## EDUCATION

**Visayas State University – Baybay City, Leyte | LET PASSER**

Bachelor of Secondary Education Major in Music Arts Physical Education and Health, 2017