



ELIZABETH DIZON PASA

CONTACTS



BRGY. BIASONG, BAYBAY
CITY, LEYTE



+639280831200



elyoung231@gmail.com

elyoung23@yahoo.com

EDUCATION

TERTIARY

- ◆ BS in Agribusiness
Visayas State University
2011-2015
- ◆ BS in Accountancy
University of Cebu-Banilad Campus
2010 (1 Semester only)

SECONDARY

- ◆ Valedictorian
Baybay National High School
2006-2010

ELEMENTARY

- ◆ With Honor
Hpusngo Elementary School
2001-2006

EXPERTISE/SKILLS

Customer Service

Time Management

Team Player

Communication Skills

Leadership Skills

OBJECTIVES

Seeking for a challenging position in a reputable organization where I can utilize and expand my learnings, knowledge and skills, while making a significant contribution to the success of the com-

EMPLOYMENT HISTORY

Customer Service Associate/SME

JUNE 18, 2015-DECEMBER 3, 2020 (5 years and almost 6 months)

Wpro BPO Philippines Ltd, Inc.

Cebu City, IT Tower 1, Cebu Business Park

1. Keep tracks, analyze and provide accurate documentation in every customer's interactions, answers all queries of customers and solve different account issues on time.
2. Maintain good relationship with customers by handling business emails and doing outbound calls.
3. Collate reports related to team's performance and perform audits on cases handled by team members.
4. Assist team members on their escalated concerns when Supervisor is not around and do coaching if necessary.

Administrative Aide I-Accounting Office (Job Order)

October 13, 2021-December 31, 2022

Visayas State University

Pangasugan, Baybay City, Leyte 6521

1. First two months, given the tasks to handle Electric and Miscellaneous accounts.

-Prepares billings and balances of electricity, garbage, water and housing of VSU staff for salary deductions.

-Post monthly electric bills and miscellaneous of VSU staff, concessionaires and dormitories (soft and hard copies)

-Recap all payments from report of collections, fund transfer and IGP collections.

-
- Post monthly payments of electricity and miscellaneous of VSU staff, dormitories and concessionaires (soft and hard copies)
 - Monitor housing expenses from repairs of VSU regular staff offsetted to their house rental.
 - Prepares quarterly financial report for COA
 - Prepare monthly balance of IGP.
 - Prepare statement of accounts
 - Assign billing number to all kinds of billings

2. After two months, given different tasks,

- Posts the following payments/payrolls in their individual subsidiary ledgers:
 - Job Order payrolls under GF, STF, IGP, POC and 101T projects;
 - Student assistants' payrolls, scholars and GTA;
 - Casual and contractual employee payrolls.
- Prepares monthly list of Job Order, Casual and Outsider tax deductions for remittance;
- Prepares monthly Job Order, Part-Timer and Casual/Contractual Pag-IBIG Remittance (printed and e-copy)
- Prepares summary list of deductions (CONSOL, Pag-ibig, PhilHealth, VSUCC and other loans);

Administrative Aide III–Accounting Office (Job Order)

JANUARY 1, 2023–PRESENT

Visayas State University

Pangasugan, Baybay City, Leyte 6521

- Posts the following payments/payrolls in their individual subsidiary ledgers:
 - Job Order payrolls under GF, STF, IGP, POC and 101T projects;
 - Student assistants' payrolls, scholars and GTA;
 - Casual and contractual employee payrolls.
 - Prepares monthly list of Job Order, Casual and Outsider tax deductions for remittance;
 - Prepares monthly Job Order, Part-Timer and Casual/Contractual Pag-IBIG Remittance (printed and e-copy)
 - Prepares summary list of deductions (CONSOL, Pag-ibig, PhilHealth, VSUCC and other loans);
 - Performs other functions as assigned by Supervisors.
 - Accounting entries on payrolls
 - Assist students on their account queries, printing of certifications and etc.
-

ELIGIBILITY

CAREER SERVICE/ RA 1080 (BOARD/ BAR) UNDER SPECIAL LAWS/ CES/ CSEE BARANGAY ELIGIBILITY / DRIVER'S LICENSE	RATING (If Applicable)	DATE OF EXAMINATION / CONFERMENT	PLACE OF EXAMINATION / CONFERMENT
CAREER SERVICE PROFESSIONAL ELIGIBILITY	84.25	AUGUST 07,2022	LEYTE NATIONAL HIGH SCHOOL, TACLOBAN CITY

TRAININGS

TITLE	START	END	NO. OF HRS	LOCATION
ISO 9001:2005 AWARENESS/RE-AWARENESS SEMINAR	08/30/2022	08/31/2022	16 HOURS	RDE HALL, VSU, Baybay City, Leyte
HANDS-ONLY CARDIOPULMONARY RESUSCITATION	07/21/2022	07/22/2022	16 HOURS	Visayas State University, Visca, Baybay, Leyte
DATA PRIVACY CONTRACT	04/07/2022	04/07/2022	8 HOURS	Visayas State University, Visca, Baybay, Leyte
KAALAM: CREATIVE FORMS AND NARRATIVES OF THE CONTEMPORARY	03/09/2022	03/09/2022	8 HOURS	INSTITUTE OF HUMAN KINETICS - VSU
ON-THE-JOB TRAINING STAFF (SWEET SPRING COUNTRY FARM)	12/01/2014	01/31/2015	300 HOURS	KAYSUYO, ALFONSO, CAVITE, PHILIPPINES
PERSONALITY DEVELOPMENT AND BUSINESS ETHICS SEMINAR	09/14/2013	09/14/2013	8 HOURS	CONVENTION CENTER, VSU, BAYBAY, LEYTE
TWO-DAY EDUCATIONAL TOUR/SEMINAR	01/24/2013	01/25/2013	16 HOURS	CEBU CITY
NATIONAL SERVICE TRAINING PROGRAM-CWTS	11/03/2011	03/22/2012	54-90 HRS	VSU GYMNASIUM, BAYBAY CITY, LEYTE

AWARDS/RECOGNITIONS

TOP AGENT FOR THE MONTH OF MARCH FY20 - WIPRO CEBU, PHILIPPINES
TOP AGENT PERFORMER FOR THE Q4 FY19-WIPRO CEBU, PHILIPPINES
TOP AGENT FOR THE MONTH OF DECEMBER FY19 - WIPRO CEBU, PHILIPPINES
TOP NPS PERFORMER FOR MONTH OF MAY 2017-WIPRO CEBU, PHILIPPINES
OUTSTANDING PERFORMANCE FOR JUNE 2016 -WIPRO CEBU, PHILIPPINES
TOP NPS CONTRIBUTOR/OUTSTANDING PERFORMANCE WB JULY 23 - WIPRO
TOP NPS CONTRIBUTOR/OUTSTANDING PERFORMANCE WB JUNE 18 - WIPRO
BEST IN JOURNAL WRITING AWARD-NSTP-CWTS, UNIVERSITY OF CEBU-BANILAD

REFERENCES

♦ **Cecile Ortiz**

Supervisor/Group Leader

Wipro BPO Phil. Ltd., Inc., Cebu Business Park, Cebu City

+639229022903

♦ **Joel Bulay**

L2/ Team Leader

Wipro BPO Phil. Ltd., Inc., Cebu Business Park, Cebu City

+639167964572

♦ **Ricky Dann M. Fernandez**

Administrative Aide III, Accounting Office

Visayas State University, Pangasugan, Baybay City, Leyte

+639983372625