

MICHAEL JHON PABE GREGANA



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Maslug, Baybay City, Leyte
6521 Philippines

Professional Experiences

Customer Service Representative

Sagility Philippines - Humana Healthcare

May 5, 2023 - Present

- Will identify the topic and type of support the customer needs in order to respond to customer service inquiries and difficulties. Concerns or questions regarding their claims, eligibility, and benefits are a few examples of this.

Online Academic Tutor

CourseHero.com

August 2021-January 2023

- Mentoring and teaching post graduate, college undergraduate, senior high school and high school students worldwide through CourseHero platform with my expertise in Business Management, Mathematics and Economics.

Administrative Assistant

Visayas State University - Main Campus

February 2020 - May 2021

- Responsible to managed documents by organizing forms, making photocopies, filling records, prepaing correspondences and creating reports. Assessing and inputting data into software and has accuracy driven.

Census Team Supervisor

Philippine Statistics Authority

September 2020-October 2020

- Supervised site investigations, reported issues that required further assistance. Managed and monitor teams' performances, workflows and task required daily.

Education

Bachelor of Science in Secondary Education

Franciscan College of Immaculate Conception

Supplementary Course, Units Earned

December 2022

Bachelor of Science in Agribusiness

Visayas State Univeristy - Main Campus

Graduated

June 2019

Skills

- Good communication skills
- Strong organizational and time-management skills
- Exceptional communication and interpersonal skills
- Ability to work independently and as part of a team
- Detail-oriented and able to handle multiple tasks simultaneously

Licenses/Certification

- **Licensed Professional Teacher**
Professional Regulation Commission
March 2023
- **Certified Line Trainor**
Sagility Philippines
March 2024

References

- **Terelyn Ilo Licardo**
Plaridel, Baybay City, Leyte
09657020712
- **Arlyn C. Tapado**
Plaridel, Baybay City, Leyte
09357874082
- **Joyce Ann Leizle Pañares**
Plaridel, Baybay City, Leyte
09502255680