

GUADA FE D. AMIHAN

Guadalupe, Baybay City, Leyte, Philippines

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PERSONAL INFORMATION

Age	: 40
Birthday	: December 13, 1982
Civil Status	: Single
Nationality	: Filipino
Religion	: Roman Catholic
Height	: 157 m

EDUCATIONAL BACKGROUND

BACHELOR OF SCIENCE IN AGRIBUSINESS – BUSINESS MANAGEMENT

Visayas State University
VSU, ViSCA, Baybay City, Leyte
April 2, 2004

FRANCISCAN COLLEGE OF THE IMMACULATE CONCEPTION

Baybay City, Leyte
June 1995 - March 20, 1999

VISCA FOUNDATION ELEMENTARY SCHOOL

VSU, ViSCA, Baybay City, Leyte
June 1990 - March 21, 1995

PROFESSIONAL EXPERIENCE

VISAYAS STATE UNIVERSITY INTEGRATED HIGH SCHOOL

VSU, ViSCA, Baybay City, Leyte
Administrative Clerk III- Casual
February 1, 2023 – present

- Answer phone calls, IP messages and emails from other departments, students, parents and colleagues.
- Clerical works like encoding, printing, filing of documents, processing of travel orders, trip tickets, recommendation to attend training, seminars of faculty.

- Processing of vouchers, payrolls, reimbursements and phone bills
- Processing of request for Permanent record like Form 137, Diploma, report card etc.

VISAYAS STATE UNIVERSITY INTEGRATED HIGH SCHOOL

VSU, ViSCA, Baybay City, Leyte
 Administrative Clerk- Job Order
 January 16, 2018 – January 31, 2023

- Answer phone calls, IP messages and emails from other departments, students, parents and colleagues.
- Clerical works like encoding, printing, filing of documents, processing of travel orders, trip tickets, recommendation to attend training, seminars of faculty.
- Processing of vouchers, payrolls, reimbursements and phone bills
- Processing of request for Permanent record like Form 137, Diploma, report card etc.

51 TALK ENGLISH INTERNATIONAL LIMITED

Manila
 Home-based Part-time Online English Teacher
 April - October 2017

- Teaching Chinese of different age group about the English language online.
- Teaching Chinese of different age group on how to read, pronounce, how to use words in a sentence, constructing a sentence and correct grammar.

EPERFORMAX CONTACT CENTERS & BPO

Lahug, Cebu City
 Customer Service Representative
 August 2010 - March 30, 2017

- Provides customer service to customers from North America about online shopping through phone, chat and email.
- Resolving Customers issues concerning their orders, shipment status and disputes against their trading partners
- Educate, walk through the member with the steps on how to buy or sell online
- Troubleshoot computer problems concerning listing an item or downloading pictures

QUALFON PHILIPPINES INC.

Lahug, Cebu City
 Customer Service Representative
 October 26, 2009 - June 2, 2010

- Handle inbound calls to resolve technical, carrier related issues and

customer inquires

- Troubleshoot a variety of technical issues by using a number of online applications like using the billing system
- Taking Customers orders, answering Customers questions like the status of their order
- Resolving Customers issues concerning their order like no receipt of package
- Instruct customers on how to access, view and download contents using their handsets
- Assist and troubleshoot different issues the customer may encounter with their ILD services

NEWMAN CHEMICALS CORPORATION

Mandaue City, Cebu

Sales Staff

July 4, 2006 - August 1, 2009

- Answer phone calls and customer inquires
- Receive customer complaints
- Issues Delivery receipts, Invoices, Gate Pass and Counter Receipts for Newman transactions
- Facilitate shipment orders including shipment schedule
- Advise and fax warehouse regarding the order and shipment
- Follow up Customers orders if it is delivered
- Report directly to the General Manager if there are complaints or Inquires about the prices
- Monitor blanket PO of customers via stock card

PACIFIC BARATO AGRICULTURAL ENTERPRISES CORP.

Ormoc City, Leyte

Branch Cashier

December 2005 - June 30, 2006

- Cashiering
 - Cash counting of daily sales
 - Remitting daily sales to the main branch
 - Inventory of the remaining stocks every end of the month
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RELEVANT SEMINARS, TRAININGS, AND WORKSHOPS

Frontline and Excellent Customer Service

Philtown Hotel, Cagayan de Oro City
October 10-13, 2023

Training on Republic Act 9184 and Its 2016 Revised Implementing Rules and Regulations for the Visayas State University

Visayas State University
August 22-24, 2023

Re-Orientation on the Documentary Requirements for Financial and Administrative Transactions for Clerks and/or dDRCs/adDRCs

Visayas State University
December 5, 2022

ISO 9001:2015 AWARENESS and RE-AWARENESS SEMINAR

Visayas State University
August 30, 2022

Re-orientation of Employees' Duties and Responsibilities and Good Customer Service

Visayas State University
November 23, 2021

ISO 9001:2015 Awareness/Re-awareness Webinar

Visayas State University
November 27, 2020

Training on Identification of proper and complete items Technical Specification and parameters and Orientation of the Purchase Request (PR) Module

Visayas State University
August 28, 2020

Orientation-Workshop for JO Clerks and Laboratory Technicians

Visayas State University
January 15, 2019

QMS Risk Assessment and ISO Documentation Training

Visayas State University
January 16-17, 2019

SKILLS

- Has strong passion to help people who are in need even without something in return
 - Able to establish good relationships with diverse types of people
 - Able to work either in a team or individually
 - Learn quickly, and able to work under pressure
 - Organizational and leadership skills
 - Good written and verbal communication skills
 - Competent with Microsoft Word, Excel and Power Point
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CHARACTER REFERENCES

DR. SHALOM GRACE C. SUGANO

Principal, VSUIHS
Visayas State University
09753403552/09122654495

DR. CHARIS B. LIMBO

Director, Institute of Human Kinetics
Visayas State University
09485105847

DR. CHRISTY M. DESADES

Director, University Review Center
Visayas State University
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