



ELIZABETH DIZON PASA

CONTACTS



BRGY. BIASONG, BAYBAY
CITY, LEYTE



+639280831200
+639750178429



elyoung231@gmail.com
elyoung23@yahoo.com

ABOUT ME

Nickname: Ellie

Gender: Female

Age: 27

Date of Birth: January 15, 1994

Place of Birth: Baybay, Leyte

Height: 5'0 ft.

Weight: 41 kg

Civil Status: Single

Religion: Roman Catholic

Nationality: Filipino

EXPERTISE/SKILLS

Customer Service

Time Management

Team Player

Communication Skills

Leadership Skills

Research and Analytical Skills

OBJECTIVE

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 company.

EDUCATIONAL BACKGROUND

TERTIARY

Bachelor of Science in Agribusiness
Visayas State University
2014-2015

SECONDARY

Valedictorian
Baybay National High School
2009-2010

PRIMARY

With Honor
Hipusngo Elementary School
2005-2006

WORK EXPERIENCE

June 18, 2015 – December 02, 2020 (more than 5 years)

Customer Service Associate/SME

Wipro 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 and solve different account issues on time.
2. Maintain good relationship with customers by handling business emails and doing out-bound 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.

TRAININGS AND SEMINARS

- **August 6-10, 2018**

Front-Line Manager Leadership and Coaching Training

WIPRO, Cebu City

- **November 2014– January 2015**

On-the-Job Training at Sweet Spring Country Farm

Kaysuyo, Alfonso, Cavite

- **September 14, 2013**

Personality Development and Business Ethics Seminar

VSU Convention Center, Visca, Baybay, Leyte

- **January 24-25, 2013**

Two-day Educational Tour and Seminar in Seven (7) Corporations engaged in Manufacturing/Production

Cebu City, Philippines

- **December 13, 2011**

Comprehensive Agrarian Reform Program Seminar With Young Economist

VSU Convention Center, Visca, Baybay, Leyte

REFERENCES

- ♦ **Cecile Ortiz**

Supervisor/Group Leader

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

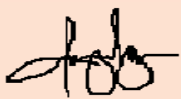
+639229022903

- ♦ **Joel Bulay**

L2/ Team Leader

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

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



ELIZABETH D. PASA