

Amihan, Guada Fe Dala

Personal Information

Age: **40 Years Old**
Date of Birth: **13 December 1982**
Height: **157 m**
Status: **Single**
Religion: **Roman Catholic**
Health: **Excellent, Non-drinker/smoker**

Employment

February 1, 2023 – present **Visayas State University Integrated High School**
Baybay
Administrative Clerk- Casual

- 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.

January 16, 2018 – January 31, 2023 **Visayas State University Integrated High School** Baybay
Administrative Clerk- Job Order

- 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.

April 15, 2017 - October 2017 **51Talk English Int'l Limited** Manila
Home Based Part Time Online English Teacher

- 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.

August 2010 – March 30, 2017 **Eperformax Contact Centers and BPO** Lahug, Cebu City
Customer Service Representative

- 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

Oct. 26, 2009 - June 2, 2010 **Qualfon Philippines Inc.** Lahug, Cebu City
Customer Service Representative

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

Jul 4, 2006 – August 1, 2009 **Newman Chemicals Corporation** Mandaue City
Sales Staff

- Answer phone calls and customer inquiries
- 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

December 2005 – June 30, 2006 **Pacific Barato Agricultural Enterprises**
Ormoc City

Branch Cashier

- Cashiering
- Cash counting of daily sales
- Remitting daily sales to the main branch
- Inventory of the remaining stocks every end of the month

Education

April 2004 Leyte State University
Bachelor of Science in Agribusiness major in Business Management

March 1999 Franciscan College of the Immaculate Conception

March 1995 Visca Foundation Elementary School

Skills

- Microsoft office application and internet adept.
- Has good oral and written communication skills

Languages

English, Cebuano, Filipino

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

09978407423