

# DYAN AGORDO



## PERSONAL

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## EDUCATION

### Bachelor of Arts in English Language

June 2015 - July 2019

Visayas State University  
*Visca, Baybay City, Leyte*

- University Scholar
- Cum Laude



## WORK EXPERIENCE

### Part-time Instructor

February 2023 - June 2023

Visayas State University  
*Visca, Baybay City, Leyte*

- Executed thoughtful, rigorous daily preparatory lessons for a class of 30-45 college students.
- Maintained a productive, high-performing learning environment with effective classroom management strategies.

### Online ESL Tutor

July 2022 - March 2023

Weblio Eikaiwa  
*Home-based*

- Helped any level of Japanese students improve their listening, speaking, reading and writing skills via one on one sessions online.
- Prepared High School students for English interview and competency assessments.

### Online ESL Teacher

March 2022 - October 2022

51 Talk  
*Home-based*

- Developed innovative, fun and unique lessons for five to eight hours of class for Chinese students at different levels of English proficiency.

### Customer Service Representative

August 2019 - March 2022

CONCENTRIX

*Mactan Newtown, Lapu-lapu City, Cebu*

- Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.



## SKILLS

- Strong oral communication skills to present lectures and answer questions.
- Proven written communication skills to make easy-to-understand activities and assessments.
- Listening and observation skills to pick up on signs that students may be failing to grasp the lessons.
- Computer skills to use PowerPoint presentation, word processing, e-mails and spreadsheet for tracking grades.



## QUALITIES

- Patience
- Adaptability
- Creativity
- Focus on growth
- Empathy



## ACHIEVEMENTS

- Cum Laude (2018-2019)
- Top Agent (2020, Concentrix)
- 100% Satisfaction Rate (51 Talk & Weblio)



## INTERESTS

- Music
- Performing Arts
- Theater
- Animation
- Games