

# 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 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

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

- 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

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  
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**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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