

# FRANCESCA MARIA RABAYA

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## CONTACT



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[LinkedIn](#)



Ormoc City, Leyte 6541

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## EDUCATION

**Bachelor in Secondary Education**  
**Major in Music, Arts, PE and Health**

**Visayas State University**

Baybay City, Leyte

2015-2019

- Varsity in Taekwondo and oversaw training new members.
- Organized and officiated sports events that include swimming, track and field, tennis, and basketball.
- Competed in swimming and taekwondo regionally.

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## REFERENCES

**Lowell Cantoja**

NOCNHS Gr. 10 Head Teacher

**Rhoda V. Dinoy**

NOCNHS Principal IV

**Joselle R. Cayetano**

IHK Music Professor

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## VOLUNTEER / LEADERSHIP EXPERIENCE

- Spearheaded sports events including taekwondo, swimming, and basketball.
- Officiating Official for Table Tennis at the Ormoc City Division Meet in 2018 -
- SCUAA 2016 Bronze Medalist in Taekwondo
- SCUAA 2017 Gold Medalist in 4x100m relay Swimming
- SCUAA 2018 Swimming Competitor

## PROFILE

Teaching is a passion and ensuring that the students learn is part of my principles. My teaching profession is an instrument to impart not only knowledge but also values and reach success in spite of challenges, while learning lessons are important, there is also value in letting learners enjoy their other areas of interest. I enjoyed music and sports, and it is part of my life's mission to share these with the students as well

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## WORK EXPERIENCE

### SR. OPERATIONS REPRESENTATIVE

Capital One Philippines

February 2023 - May 2023

- Aid in the swift and accurate problem identification, investigation, escalation, and resolution of all internal production- or customer-related issues
- Identified issues, analyzed information, and provided solutions to problems.
- Demonstrated outstanding product knowledge to achieve high customer satisfaction levels.

### VOLUNTEER TEACHER

Department of Education - ALS

December 2021 - August 2022

- Organizing programmes and learning sessions for all year groups, illiterate out-of-school children, and formal school leavers.
- Supported children effectively to develop educational, emotional, and social competencies.
- Provided extra support to struggling or underachieving children through effective one-on-one tutoring.
- Maximized customer engagement and satisfaction by delivering excellent customer service.
- Resolved customer queries and problems using effective communication and providing step-by-step solutions.

### Customer Service Representative

Teradyne Philippines Ltd.

August 2019 - June 2022

- Handled queries and resolved issues of the customers relating to emotional concerns.
  - Built rapport with customers through courteous and professional communications.
  - Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
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