

## **FRANCES ANN ARBIOL - SANTOS**

Home Add.: Brgy. Sto. Rosario, Baybay City, Leyte,  
Philippines, 6521  
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### **Personal background**

Age: 33 years old

Birth date: October 19, 1987

Birth Place: Baybay City, Leyte, Philippines

Language Spoken: Visaya, Tagalog, and English

Special Skills: Excellent in oral and written communication, computer literate, first aider, cooking and housekeeping, child care.

Computer Skills: Proficient with Microsoft word, Excel, Power point and Internet.

Other Skills:

- Plan, Organize and host (master of ceremonies) events/ meeting/ seminar or training.
- Project Management
- Administrative
- Problem Solving
- Critical Thinking
- Communication
- Creative and flexible

Interest: Reading, net surfing, cooking, sports, travel, playing audio games, craft design and photography.

### **Education Attained**

**\*Primary Education**

Grade I-VI(1994-2000)

Franciscan College of the Immaculate Conception, Baybay Leyte

**\*Secondary Education**

1st-4th year (2000-2004)

Franciscan College of the Immaculate Conception Baybay, Leyte

**\*College Education**

1st -4th year (2004-2008)

University of San Carlos, Cebu

Bachelor of Science in Nursing

## **Experiences**

Visayas State University (July 16, 2019 – At present)

Administrative Assistant under HRMIS Project

Teleperformance (February 21, 2017 – April 16, 2018)

\*Customer Service Representative / Bank representative

ABC Education Consulting Co., Ltd. (August 25, 2015 – Aug 01, 2016)

\*Education Consultant teaching English Language to Chinese students. Located in Peoples Republic of China.

\*Also an Assistant to the Manager of the Company.

Health Check laboratory (January 2015 – June 2015)

\*Receptionist / secretary (catering patients laboratory request, inquiries and releasing of test results) and assistant to the Phlebotomist.

BIBO Global Opportunity (March 18, 2014 – September 26, 2014)

\*Part-time online English teacher for Japanese students.

Eperformax contact center & BPO (April 19, 2011 – April 25, 2014)

\*Top Customer Support for high value eBay account holders in Australia.

\*SME (Subject Matter Expert) if needed for on the job trainees.

\*Line of support: Phone, chat and email.

Global Communications Training hosted by Eperformax contact center & BPO  
(November 2010)

Sykes Marketing Services, Inc. (SMSI) / previously ICT Group, Inc. (January 2009 – November 2010)

\*Customer Support for GMC motors car loan.

\* Floor walker assisting new hires.

Teletech Technical Support Agent (April 4, 2008-October 1, 2008)

\*Technical Support Representative for AT&T Internet Connection.

ACE English Training (April 4-8, 2008)

\*Training held at Teletech Inc.

**REFERENCES:**

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