

CHRISTIAN MAE A. FERNANDEZ
Baybay City, Leyte
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CAREER OBJECTIVE

1. To be able to enhance my knowledge and learn more with my superiors.
2. To be confident and passionate about my work and able to solve problems quickly and effectively.
3. To be able to remain calm and self-controlled in all situations.
4. To be able to finish the assigned tasks on or before the deadline.

PERSONAL INFORMATION

Name	Christian Mae A. Fernandez
Age	26 years old
Address	046 M.I Quezon St. Baybay City, Leyte
Birthdate	December 28, 1994
Gender	Female
Civil Status	Single
Religion	UCCP
Height	149cm
Weight	45kg
Citizenship	Filipino

EDUCATIONAL BACKGROUND

Elementary Years

2007 - 2008	Grace Baptist Church Baybay City, Leyte
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Highschool Years

2011 - 2012	Baybay National High School Baybay City, Leyte
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College Years

2012 – 2017	Visayas State University Baybay City, Leyte
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WORK EXPERIENCE

Customer Service Representative at Qualfon

I worked as a call center representative of Tracfone Wireless and Safelink a service provider in USA.

Science Research Technician | Department of Environment and Natural Resources

-Conduct monitoring and evaluation of the Seed Production Area in Mahagnao, Burawin, Leyte. Assist in the preparation and facilitates the submission of the reports from the PENR Office to the Biodiversity, Coastal, Wetlands and Ecotourism Research Center.

-Assist also in the activities to be undertaken in the establishment and maintenance of seed sources such as mapping, geo-tagging, plus trees assessment, observation of phenology and pest and disease surveillance.

-Lastly, perform other duties that PENR Office may assign upon the recommendation of the Biodiversity, Coastal, Wetlands and Ecotourism Research Center

Worked at Wipro as a Customer Service Representative

-Trained as an agent or representative of Singapore Airlines one of the best Airlines in the world

-Provide good customer service and satisfied customer as much as possible regarding with their queries and other concerns.

-Been given opportunities to work as an Email representative for quite some time and experienced more of constructing formal emails in responds to passengers.

-I am the team coach of our team and helps our Team Leader to help our member do good on their calls and improve more with their AHT's and knowledge about the procedures and other criteria's to be obtain.

-I was assigned to be the Subject Matter Expert for six (6) batches to be their support in all their queries and needs in order to answer the passengers concerns.

SEMINAR/ TRAININGS ATTENDED

- Seminar on Ethics in Research and Publication
PhilRootcrops Training Room, Visayas State University
Visca, City of Baybay, Leyte

- Vacation Church School 2014 Teacher'ss Training Seminar and Worship
UCCP Maasin, Maasin City, Southern Leyte

- Vacation Church School 2015 Conference Teacher's Training
- Job Seeking Seminar 2017, VSU Convention Center, Visayas State University, Visca, Baybay City Leyte

ACHIEVEMENTS

- Graduated Grade School at Grace Baptist Church with honors

Awarded as Most Thoughtful

- Silver medalist in EVRAA 2012

Maasin, Maasin City, So. Leyte

- Champion in Regional SCUAA Meet 2014 held at UEP, Catarman, Northern Samar

- 4 th place in National SCUAA Meet 2015 at Tugeugarao City

- Champion in Regional SCUAA Meet 2015 held at VSU, Visca, Baybay City, Leyte

SPECIAL SKILLS

Computer Literacy

- Including MS Office (Word, Exel, Powerpoint Presentation)
- Social Media Networks
- Gadgets
- Adaptability

Others

Playing Guitar

Badminton and other sports