



Profile

Dedicated individual with strong analytical and problem-solving skills. Experienced System Analyst intern with expertise in requirements gathering, system design, and process improvement. Proficient Data Encoder and Quality Assurance Checker. Call center agent with experience in handling accommodation international accounts, showcasing excellent communication and customer service skills. Seeking opportunities in a dynamic professional environment to apply my diverse skill set.

My Contact

- ✉ melrose.cortes23@gmail.com
- ☎ 09679842113
- 📍 Revilleza Compound, Lopez Ave., Batong-Malake, Los Baños, Laguna
- 🌐 <https://www.linkedin.com/in/melrose-cortes-203a25209/>

Skills

- Computer Literate (MS Office, Excel, Power Point, Figma and Canva)
- Verbal and Communication Skills (Tagalog, English and Bisaya)
- Adaptability and Flexibility Skills
- Time Management Skills and can work under pressure.
- Data Management: Skilled in data entry and ensuring data accuracy and integrity.
- System Analysis and Design: Proficient in conducting requirements gathering, process modeling, and system design using various methodologies.
- Trained handling customers (AERU) OB and IB.
- Customer Service: Experience in handling customers inquiries, complains and request.

Melrose Berocil Cortes

Personal Data

Age: 26
Sex: Female
Date of Birth: June 7, 1998
Nationality : Filipino
Religion : Members Church of God International (MCGI)
Civil Status : Single

Education

- **Junior High**
2012 - 2016 | Western Masbate Roosevelt High School
- **Senior High | Accountancy Business and Management**
2016 - 2018 | University of Cebu Pri
- **College | Bachelor of Science in Information Systems**
2019 - 2023 | La Verdad Christian School - Apalit
Outstanding Capstone Project Award

Job Experience

DENR - OMNIPRIME
2022: Encoder

- I am responsible for encoding the total lot count of an area or establishment and assuring the quality of my coworkers work.

Pixel8 Incorporated
2023 : Web System Analyst Intern

- Conducted requirements gathering sessions and translated business needs into functional specifications.
- Collaborated with development teams to design and document system architecture and workflow diagrams.

IGT Solutions Inc
September 2023 - January 2024 : Accommodation

- Managed international accommodation accounts, delivering exceptional customer service.
- Maintained accuracy and attention to detail in data entry and documentation of customer interactions.
- Successfully navigated and utilized company tools to enhance customer support efficiency.

Teleperformance Cebu IT Park
February 2024-July 2024 Claims Specialist

- Taking inbound calls from cm, banker, and other departments to resolve cm claims.
- Provide necessary information to cm about filed claims, like status updates, and some information about merchants about unauthorized charges on cm accounts.
- Determine cm transactions (fraud / non-fraud)
- Provide necessary maintenance on cm online banking to prevent fraud from happening again.

Webinar Attended

- Y4iT 2020-2023: Youth Congress on Information Technology

Character References:

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| Suzzette Puebla TL Team Leader 09619339694 | Jordan Earl Pascua Colleague IT Staff 09604676620 | Gabrielle Juntilla Colleague Claims Specialist 09923325166 |
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I hereby certify that the above information and details are true and correct to the best of my knowledge and beliefs.

Melrose B. Cortes
APPLICANT