

HANNAH FAYE AGUILAR ORDONIO

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WORK EXPERIENCE

Customer Service Representative (BPO)

Company Name: Ibex Global

Address: Cyberpark 2 Araneta Cubao, Quezon City

Account: AT&T

Job Description: Handle a high volume of incoming calls from US customers; resolve customer issues; answer inquiries; and respond to customer requests.

November 29, 2021 to March 30, 2022

Customer Sales Representative (BPO)

Company Name: Afni Philippines

Address: Commonwealth Ave. Diliman Commercial Complex Quezon City

Account: Verizon Home Services

Job Description: Handle a high volume of incoming calls from US customers; resolve customer issues; answer inquiries; and respond to customer requests.

April 20, 2021 to August 16, 2021

Graphic Designer

Company Name: Sew Fab Shop

Address: #6 Pearl St. Villa Orion Subdivision, West Fairview, Quezon City

Developed artwork and layout for print for T-shirts, mugs, Eco-bags, mousepad, keychains and etc., using Adobe Photoshop and Adobe Illustrator.

March 12, 2018 to March 2021

HR Officer

Company Name: Excelcon Philippine Industries

Address: #51 Gomez, Quezon City, Metro Manila 1105

Job Description: Responsible for recruiting and interviewing potential applicants on experience, skills, and education. Performing administrative tasks. Updating job requirements when needed. Contacting applicant references. Performing criminal background checks required by the company. Explaining and providing information on employee benefits, programs, and education. Maintaining employee records and paperwork. Answering employee questions and addressing employee concerns with the company.

March 12, 2017 to March 2018

Customer Service Representative (BPO)

Company Name: C3/CustomerContactChannels

Address: 3030, 17th and 20th Floor, Bonifacio One Technology Tower, Rizal Drive West, corner Fort Bonifacio, 1634, 31st Street, Fort Bonifacio, Taguig

Job Description: Handle a high volume of incoming calls from US customers; book new reservations; resolve customer issues; answer inquiries; and respond to customer requests.

Account: Spirit Airlines

July 22, 2015 to August 4, 2016

Promoted as **Irregular Operation (IROP) Representative**

April 2016 to August 4, 2016

Office Clerk

Company Name: BDO Insurance Brokers, Inc.

Address: 22nd Floor, Pacific Star Building, Senator Gil Puyat Avenue, corner Makati Avenue, Makati, 1200 Metro Manila

Job Description: Perform clerical office tasks; submit Dental and Maxicare cards and provide transmittal slips for regular employees; respond to telephone calls; operate office machines; and compute and file records.

September 15, 2014 to February 13, 2015

INTERNSHIP

Technology Resource Center

Address: Jacinta II Building, EDSA, Guadalupe Nuevo, Makati, 1212 Metro Manila

Job Title: Web Designer

Job Description: Review, evaluate, improve or create website designs by using programming languages: HTML and CSS; and using application software: Adobe Dreamweaver and Notepad++.
2012 (480 hours)

TRAINING COURSES ATTENDED

Training Course in Computer Programming

Address: 53 Victory Avenue, Barangay Tatalon, Quezon City, 1113 Metro Manila

Sponsor: HB Negotech Center; TESDA

November 20, 2017 to February 8, 2018

Training Course in Web Design & Development HTML

Address: 53 Victory Avenue, Barangay Tatalon, Quezon City, 1113 Metro Manila

Sponsor: HB Negotech Center; TESDA

November 7, 2017 to February 8, 2018

SEMINARS ATTENDED

Productivity for Creative and Geeks

Address: 14th Floor, Picadilly Star Building, 4th Avenue, 25th Street, Fort Bonifacio, Global City, Taguig, 1636 Metro Manila

Sponsor: Meridian International (MINT) College
February 18, 2012

Storage Technologies

Address: 673 Quirino Highway, Barangay San Bartolome, Novaliches, Quezon City, 1116 Metro Manila

Sponsor: Quezon City Polytechnic University (QCPU)
December 4, 2012

CHARACTER REFERENCES

Ms. Novelyn Hope Bea Dollar

Company: C3/CustomerContactChannels
Job Title: Team Leader
Contact: +639107278933
Email Address: novelynhope.dolar@gmail.com

Evelyn Ferido

Company: Accenture
Job Title: Transaction Processing Analyst
Contact: +639618815177
Email Address: evelynferido@rocketmail.com

Grace Magtolis

Company: C3/CustomerContactChannels
Job Title: Team Leader
Contact: +639569835684
Email Address: Graceymagtolis1982@gmail.com

Aubrey Lorraine Rebanal

Company: Optum Global Solutions
Job Title: Provider Service Advocate
Contact: +639266108259
Email Address: missaubreylorraine@gmail.com

PERSONAL PROFILE

Age: 31 y/o
Date of Birth: March 15, 1991
Civil Status: Single
Height: 5' 3"; 160 cm
Religion: Roman Catholic

Gender: Female
Place of Birth: Quezon City
Citizenship: Filipino
Weight: 106 lbs.; 48 kg
Languages: English; Filipino (Tagalog)

EDUCATIONAL BACKGROUND

Tertiary: Quezon City Polytechnic University (QCPU)
Address: 673 Quirino Highway, Barangay San Bartolome, Novaliches, Quezon City, 1116 Metro Manila

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY
MAJOR IN COMPUTER SCIENCE

Activity: Scholarship Youth Development Program (50%)
2009 to April 23, 2013

Secondary: **Ismael Mathay Senior High School (IMSHS)**

Address: Branches Street, Barangay Sangandaan, Quezon City, 1116 Metro Manila
2006 to 2007

Primary: **Richland Montessori School**

Address: Block 5 Lot 5, Phase V, Richland Subdivision, Sauyo Road, Barangay Bagbag,
Novaliches, Quezon City, 1116 Metro Manila
1999 to 2003