# DAISY CLAUDETTE BAUTISTA

1060 Purok 6 Sagrada Familia, Hagonoy, Bulacan 3002

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**JOB OBJECTIVE**

To be a vital part of an organization that encourages learning and has proactive working environment so that I grow with the organization and gain valuable experience.

**EDUCATIONAL BACKGROUND**

**2007-2011** **Saint Louis University**

Baguio City

Bachelor of Science in Nursing

**2006-2007 Quezon Memorial Academy**

Umingan, Pangasinan

**2003-2006 Saint Mary’s Academy**

Hagonoy, Bulacan

**1996-2003 Sagrada Familia Elementary School**

Hagonoy, Bulacan

**EMPLOYMENT HISTORY**

* **PSG GLOBAL SOLUTIONS**

January 2016 – February 2017

*Senior Recruiter II*

* Sourced resumes of qualified candidates for specific job orders, using job boards, applicant tracking systems, company websites, etc.
* Conducted phone interviews to pre-screen candidates, verified their qualifications, availability and compensation requirements; documented these interviews.
* Responsible for setting up interviews between candidates and hiring managers.
* Involved in recruiting passive candidates, through phone calls, emails, and general relationship-building.
* Made recommendations on additional candidate pools and recruiting techniques, after evaluating market conditions.
* **PARAGON ICC LTD.**

December 2014 – January 2016

*Customer Service Representative*

* Provided customer service via chat, email, and phone to resolve routine problems with products or services of players inside and outside the UK.
* Retained/re-established relationships with our client’s existing customers.
* Educate players on basic sports betting rules.
* **SYKES ASIA, INC.**

April 2012 – November 2013

*Customer Service Representative*

* Committed to offering an outstanding customer service experience by connecting and building rapport with a wide variety of customers.
* Actively listened to customers by asking the right questions, and offering solutions (products and services) which cater to customer needs.
* Completed accurate transactions in an effective and precise manner with an attention to detail.
* Dealt effectively with a wide variety of situations and assist with complex customer issues by providing favorable solutions.
* Took ownership to resolve issues from the beginning to end and efficiently resolve issues during the first contact.

**STRENGTHS**

* Quick learner
* Eagerness to work anytime
* Capable of doing multiple tasks at any given time
* Flexible and adaptable writing
* Considerable typing skills
* Good communication skills
* Positive and creative insights
* Good interpersonal skills
* Honest and patient
* Cheerful and polite

**CHARACTER REFERENCE**

* **Chester Wyrlo Paderanga**

Team Leader

Sykes Asia Inc.

+63(917.855.0636)

* **Kathrine Mae Asombrado**

Deputy Department Manager

Paragon ICC Ltd.

+63(905.405.9153)

* **Ariel Cabada**

Senior Team Manager

PSG Global Solutions

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