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11/20

# MARY GRACE FABIAN TISUELA

Calapan City, Oriental Mindoro, Philippines

0917-637-0854

marygracetisuela@gmail.com

## Work Experience

### Alorica - Centris

Customer Experience Agent - Support coach handles trainees.  
March 2022 - June 2023

### Mabrox Outsourcing Services

Customer Service Associate  
April 2021 - February 2022

### On-the-Job Training (Food & Beverages Department)

Playa Ignacio Resort  
Block 4, Pachoca, Calapan City  
November 18 - December 21, 2019

### On-the-Job Training (Front Desk Department)

Playa Ignacio Resort  
Block 4, Pachoca, Calapan City  
November 18 - December 21, 2019

### Actual Shipboard Training

Onboard M/V ST. POPE JOHN PAUL II  
April 23 - 29, 2017

## Objective

To seek a position in which my communication skills combined with my problem-solving skills can be useful in serving customers and to be capable of handling multiple tasks in a fast-paced environment.

- preserved any day
- no other commitment
- communication skills - 9/10
- weakness: Sales.
- cognitive:

## Education

### TERTIARY

St. Anthony College Calapan City, Inc. does not have plans to pursue a 2nd  
**Bachelor of Science in Hotel and Restaurant Management**  
S.Y. 2014 - 2020

### SECONDARY

Oriental Mindoro National High School  
Calapan City, Oriental Mindoro  
S.Y. 2010 - 2014

### PRIMARY

Adriatico Memorial School  
Calapan City, Oriental Mindoro  
S.Y. 2004 - 2010



# MARY GRACE FABIAN TISUELA

## Trainings and Certificates

### **National Certificate III in Events Management**

Conducted by TESDA

August 18, 2018

### **National Certificate II in Tourism Promotion**

Conducted by TESDA

April 25, 2018

### **National Certificate II in Barista**

Conducted by TESDA

January 22, 2018

### **Actual Shipboard Training**

Conducted by Oceanlink Institute Inc.

April 23-29, 2017

## Skills

**Proficient in MS Office Software (MS Word, MS Excel, MS PowerPoint)**

**Adept both in oral and written communication skills**

**Trained in handling inbound and outbound calls in a call center setting**

## Personal Information

**Citizenship:**  
**Filipino**

**Date of Birth:**  
**January 4, 1998**

**Age:**  
**25**

**Civil Status:**  
**Single**

**Father's Name:**  
**Elmer Siaton Tisuela**

**Mother's Maiden Name:**  
**Mercedes De Castro Fabian**

## Character References

**DEOMAR F. MAURO**  
Chief, Local Civil Registry  
Calapan City  
0918-991-9294

**ANACLETO A. BOLOR, SR.**  
Barangay Chairperson,  
San Vicente North  
0918-561-2596

**DIOVINA T. MORA**  
Lumangbayan, Calapan City,  
Oriental Mindoro  
0950-677-4384