



Lovely Mae Datu Datun

lovely.datun@gmail.com
+639156712983

Present Address:
Zone 5 Bigaa, Legazpi City 4500, Albay, Philippines

Basic Information

Age 26	Birth Date Dec 10, 1996	Gender Female	Civil Status Single
Height (cm) 160.06	Weight (kg) 63	Nationality Filipino	Religion Christianity - Catholic

Work Experience

I have been working for 5.56 years

Aug 2021 - Apr 2023
(1 Year, 8 Months)

Guest Reservations Agent

Casiola
Hotel / Hospitality
Orlando Florida

- Receive phone calls from guests and respond to 50+ emails daily
- Address the issues raised by guest before during and after stay
- Coordinate with property managers about the issues that need to be fixed asap
- Be present whenever I have a shift.
- Provide excellent customer service

Feb 2019 - Dec 2020
(1 Year, 10 Months)

Team Manager

Sutherland

Call Center / IT-Enabled Services / BPO

Legazpi City, Albay

- Ensure that my team meets the KPI
- Ensure that my team grows not just thru promotion but also help them with their skills
- Provide constant coaching to address opportunities and commend them for their good work.
- Provide an healthy and fun relationship within the team.

Apr 2017 - Feb 2019
(1 Year, 10 Months)

Customer Support Representative

Sutherland Global Services

Call Center / IT-Enabled Services / BPO

2nd flr, Embarcader Bldg. Legazpi City. Albay

I have been part of the company for almost 2 years. During my stay I also became a VTF or Virtual Training Facilitator. I have handled class and help them out in becoming great consultants. The experience helped me a lot in being a better in speaking the English Language, being confident in speaking in front of a lot of people and enhanced my interpersonal skills.

Educational Attainment

Jun 2013 - Apr 2017

Bicol University

Bachelor's / College Degree

Bachelor in Elementary education

Jun 2009 - Mar 2013

Aquinas University Of Legazpi

High School Diploma

Licenses / Certifications

Sep 24, 2017

Professional Teacher

1624136

Oct 23, 2016

Career Service Professional Eligibility

Cert No. 0428, s. 2016

Government Documents

Passport**ID Number:** P3597428B**Place of Issue:** DFA LEGAZPI**Date of Expiration:** Oct 21, 2029**NBI Clearance****ID Number:** D350LLJE69-DN293930**Date of Expiration:** Nov 30, -0001

Trainings / Seminars

Feb 05, 2019 - Mar 31, 2019

Food and Beverage Services NC II

Tesda

Legazpi City

Jul 04, 2014 - Nov 11, 2014

Basic Baking

Cynthia Balin

ALS, Bagumbayan, Legazpi City, Albay

Skills

Teaching | Baking | Food and Beverage Services | Customer Services

Languages

English | Filipino

Character References**Neil Alfonse Lunas****Professional Trainer***Sutherland*

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