



**MONICA L. VIERNES**

Licensed Professional Teacher | Customer Service & Support Specialist

Address: Lanao, Bangui, Ilocos Norte 2920, PH

Email: monicaviernesccff@gmail.com

Phone Number: +63-969-526-1363

**PROFESSIONAL SUMMARY**

Dedicated and adaptable professional with experience in customer service, teaching, and community leadership. Skilled in resolving inquiries, delivering excellent client experiences, and managing administrative responsibilities with accuracy. Licensed Professional Teacher with strong English communication, problem-solving, and multitasking skills, eager to contribute to Accenture’s reputation as a first-choice provider of media services.

**CORE SKILLS**

- Customer Service & First-Contact Resolution
- English Communication & Active Listening
- Problem-Solving & Issue Escalation
- Cash Handling & POS Transactions
- Administrative & Record-Keeping
- Collaboration & Team Support
- MS Office, Google Workspace, Canva, CapCut

**PROFESSIONAL EXPERIENCE**

**Barista/Customer Service**

**05/2023 – 08/2023**

*Milk Tea Central – Ilocos Norte, PH*

- Delivered friendly and efficient service, resolving customer requests and ensuring satisfaction with each transaction.
- Prepared and served high-quality beverages while maintaining consistency in taste and presentation.
- Handled cash, card, and mobile payments with accuracy, achieving zero discrepancies.
- Supported busy operations by adapting quickly to customer flow, ensuring smooth service.
- Maintained a clean and safe environment in compliance with health standards.

**Private Tutor**

**2023 – 2025**

*Tutoring Services - Ilocos Norte, PH*

- Provided one-on-one and group tutoring in English, Science, and Values Education.
- Simplified complex topics and addressed learning gaps, improving student performance and confidence.
- Adapted teaching methods to diverse learners, fostering patience and clear communication skills.

**Treasurer / Secretary / SK Kagawad**  
*Barangay Lanao – Ilocos Norte, PH*

2023 – 2025

- Managed financial records, ensuring transparency and accountability in fund utilization.
- Recorded minutes, correspondence, and official documents with accuracy.
- Coordinated with community members to address concerns and provide timely resolutions.
- Organized youth and community development programs, strengthening engagement and trust.

**Pre-Service Teacher – Values Education**  
Laoag City, PH

2023 – 2024

- Planned and delivered engaging lessons, ensuring student understanding and participation.
- Applied classroom management strategies to resolve issues calmly and effectively.

**EDUCATION**

**Bachelor of Secondary Education Major In Values Education**  
**Mariano Marcos State University**  
Apolinario Castro, Laoag City, Ilocos Norte, Philippines

2020-2024

- College Scholar, 2023
- Sirib Young Leader Scholar, 2020-2024
- Organization Officer (2022-2024)
- Recipient of National Seminar Made Possible by National Youth Commission
- Recipient of National Seminar on School Building Program Monitoring System for Civil Society Organizations

**Lanao National High School**  
Lanao, Bangui, Ilocos Norte, Philippines

2014-2020

- Diploma Awarded with Honor Roll specializing in Accountancy, Business and Management (ABM)
- Consistent Academic Scholar
- Recipient of Municipal League, 2016 - 2019
- Consistent Supreme School Government Officer, 2016 - 2019