AYOP, JANE IRISH E.

BA English Language Studies

Agora Ext., Lapasan, Coastal Road, Cagayan de Oro City, 9000

09972563029 | janeayop00@gmail.com

***EXPERIENCE***

Teleperformance Philippines

Centrio Mall, 2/F Capt. Vicente Roa St, Cagayan de Oro, 9000 Misamis Oriental

* Customer Service Representative –January 2023-May 2023
* Helped with customers’ needs over the phone.
* Worked with customers who have complaints, orders, and inquiries about the product.
* Provided solutions and workaround for customers who have issues and disputes about the product.
* Assist customers with the product.

***EDUCATION***

**Tertiary**

Central Mindanao University

Musuan, Maramag, Bukidnon

* Bachelor of Arts in English Language Studies – 2019-Present
* College Scholar
* 3rd Year 1st Semester GWA: **1.46** (Dean’s List)
* 2nd Year GWA: **1. 54** (Dean’s List)
* 1st Year GWA: **1.57** (Dean’s List)

**Secondary**

Southern Philippines College

Julio Pacana St. Licuan, Cagayan de Oro City

* Academic Track - Accounting & Business Management
* SHS Final General Average: **90**
* SHS Work Immersion at Premium Motoren Corporation (BMW)
* fulfilled tasks set out by our supervisor and attend meetings
* update social media platform
* organized sales reports and daily time records of employees
* testing products and tools

***SKILLS SUMMARY***

* Basic Computer Skills
* Linguistic Competence
* Social Media Literate
* Communication Skills

***CHARACTER REFERENCE***

* Mary Lorraine Jay Penetrado

Concentrix Philippines

Customer Service Representative

[mljspenetrado@gmail.com](mailto:mljspenetrado@gmail.com)

09777740128

* Joyce A. Migallon

Limketkai Luxe Hotel

Banquet Waitress

09978864275