

Tate Publishing Philippines Interview Form

Name: Rachel P. Camilo
 Contact Number: 0920 850 3787
 Email Address: life_trust_love143@yahoo-com
 Position Applied For: Production Assistant;

What do you know about the nature of the work?

Bach. Elem. Ed, La Salle Uni. (March 2005)
 Caregiver, International Health Link (Dec. 2006)

What do you know about Tate Publishing? (ERP)

About recent employer

Process Executive, Cognizant Sol'n (Apr. 2013 - Dec. 2013)
 - left bec. she will go back in Ozamiz (stay there for 2 weeks)
 TSR, Teletech (Jan. 2011 - April 2013)
 Charter Communication Account, Banner & Woble
 - left because she wants career growth & salary increase
 CSR, Sykes Asia (April 2009 - Dec. 2009)
 ESL Instructor, SME (May 2008 - April 2009)

Gaps in employment

Relationship with previous/current workmates

good.

Career Plan 5 years from now

- have a higher position

How do you deal with pressure?

* challenge: AHT; take time in calling customers; listen to coachings, ask for feedback

Current Salary and Expected Salary

₱ 11k; 2k allowance; expected: higher than current ₱ 20k

Availability, Issues with Night Shift

first week of January; none

**Resumé
of
RACHEL M. CANILLO**

Tawason, Mandaue City
Contact No. +63920-850-3787
Email address: life trust love143@yahoo.com

PERSONAL INFORMATION

Name	:	Rachel M. Canillo
Age	:	29 yrs. old
Address	:	Tawason, Mandaue City
Birth Date	:	November 17, 1984
Birth Place	:	Ozamiz City
Sex	:	Female
Civil Status	:	Single
Religion	:	Roman Catholic
Height	:	5'
Weight	:	75 kls
Father's Name	:	Mr. Miguel L. Canillo (deceased)
Mother's Name	:	Mrs. Josephine M. Canillo
Occupation	:	Retired Teacher
Skills	:	can read and write English, Tagalog and Cebuano Language, computer literate

EDUCATIONAL BACKGROUND

Vocational Training	:	Graduated Caregiver International Health Link Caregiver Training Center / IHLCTC 2 nd Honor Academic Excellence Awardee Clinical Efficiency Awardee La Purisima Street, Ozamiz City December 2006
Tertiary Level	:	Graduated La Salle University Las Aguadas, Ozamiz City March 2005
Course	:	Bachelor of Elementary Education Major in English

Secondary Level	:	Graduated La Salle University Best in Conduct Awardee (1 st & 4 th year) Best in Service Awardee (1 st – 4 th year) Las Aguadas, Ozamiz City March 2001
Elementary Level	:	Baybay Elementary School Best in Conduct Awardee Cotta Area, Ozamiz City March 1997

SEMINARS ATTENDED

- ❖ SME ESL Teachers Enhancement and Motivational Seminar
SME, Mabolo, Cebu City
June 28, 2008
- ❖ Reflexo-Foot Therapy Seminar
Villa Tranquilino, Maningcol Ozamiz City
January 23 – 28, 2007
- ❖ Graduate Option Seminar
ICC La Salle, College Department
February 2005

WORKING EXPERIENCES

- ❖ Process Executive
Cognizant Solution Philippines
Skyrise 4, 11th and 12th Flr
IT Park Lahug, Cebu City
April 22, 2013 – December 19, 2013
- ❖ Technical Support Representative
Charter Communication Account
Teletech
A.S. Fortuna, Banilad, Mandue City
January 29, 2013 – April 2013
- ❖ Digital Support / Customer Service Representative
Barnes and Noble Account
Teletech
A.S. Fortuna, Banilad, Mandue City
January 24, 2011 – January 27, 2013

- ❖ Customer Service Representative
Sykes Asia
F. Cabahug, Mabolo
Cebu City
April 27, 2009 to December 15, 2009
- ❖ ESL Instructor
SME Philippines Training Center
Mabolo, Cebu City
May 2008 - April 10, 2009
- ❖ Encoder / Controller / Cashier
Buttercup Internet Café
Ozamiz City
April 2005 – April 12, 2008

CHARACTER REFERENCES

- ❖ **Mr. Sandy Villanueva**
Team Lead
Cognizant Solution Philippines
09088671056
- ❖ **Mr. Warren Hechanova**
Team Lead
Teletech
0917-702-9277
- ❖ **Mr. Romeo Pardillo**
Team Lead
Teletech
0915-963-4254
- ❖ **Ms. Rovelyn Alburo**
Technical Representative
Charter Communication
Teletech
0910-368-1297
- ❖ **Ms. Jomel Aguilar**
Customer Service Representative
Teletech
0922-898-7948