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|  | **Chenie N. Bontilao** **CALL CENTER AGENT & JR. VIRTUAL ASSISTANT**   **Age:** 20 **Sex:** Female  **Email:** [cheniebontilao30@gmail.com](mailto:cheniebontilao30@gmail.com)  **Contact:** +63 905 0977 560  **Address:** Purok 11, Tipanoy Iligan City  **LinkedIn:** <https://www.linkedin.com/feed/>  **Website:** <https://cheniebva.netlify.app/> |
| I am seeking a position as a Call Center agent in a reputable organization. Throughout my career and school, I was able to gain a tremendous amount of achievements to augment my lack of experience in this field. My interest is to gain experience to enhance my communication skills and to lend my strength to the company I’m working with. | |

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| **OBJECTIVE** **MY AIMS & GOALS I SOUGHT** |
| To happily provide the exact needs of my customers as part of my obligation. To do the best of my ability to provide quality service in order to give inspiration to the customer. To pursue customer satisfaction to sustain and contribute to the wellness of the company. |

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| **TECHNICAL SKILLS** **LIST OF THE SKILLS I’VE LEARNED THROUGHOUT MY CAREER** | | |
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| * Service Crew | * Virtual Assistant | * Chat Support |
| * Livelihood | * Sales Lady | * Customer Support |

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| **EDUCATION** **LIST OF MY EDUCATIONAL LEVEL** |
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| **Mibolo (Grade 1), Tipanoy (Grade 2), Abuno (Grade 3 to Grade 5), Tipanoy (Grade 6) - Elementary | 2008 – 2014**     * At An early age, I was able to support myself due to poverty. I was responsible that I even got myself enrolled without my parents' assistance. * My older sister and brother often get bullied at school, due to this particular reason, I switched schools often.   **Tipanoy Acello Badelles Memorial - High School | 2014 – 2018**   * I’m an honest and kind hearted person. I'll never count those negative thoughts. In fact, I used them as my motivation. * I participated in most of our school activities to attain higher grades. I’ve been one of the hardest working students in class. * From here onwards, I took jobs applicable to me to support my education to augment family expenses.   **Dalipuga National High School (TVL) (Grade 11), Tipanoy Acello Badelles Memorial (TVL) (Grade 12) - Senior High | 2018-2020**   * Doing research is one of my fortes, that is why I was able to carry out most of the responsibilities in our research paper. * I was highly competitive enough to participate in different areas in Livelihood courses like Baking, Cooking, and Massages in beauty and nail care. * I also learned a great value in taking care of customers/clients, I often got praise and received tips in my service. * I obtained rewards based on my diligent attitude to provide awesome service and customer satisfaction. |
| |  |  | | --- | --- | | **WORK EXPERIENCE** **MY AIMS & GOALS I SOUGHT** | | | **Service Crew in Tita Funnies (OJT)**   * As a service crew my duty is to serve our customers in a very nice way, like always saying “Good morning”, “Good afternoon”, “Thank you for coming”. * We always make sure that the food we serve is clean. Moreover, we maintained fresh, and the right amount of food we serve, because we value our customers. * I have initiative during work, if one of my co-workers needs my help, I'm always there to help not only to impress everybody but because I love helping people. Even though I'm a service crew I'm also a dishwasher and kitchen assistant and waitress. * Lastly is being punctual. It is very necessary if you have work, coming early to attend your duty is very basic but the most important is to complete your working hours, willing to adjust, and ready to work for extra hours specially occasions like valentine's day. | **References:**  *Melchor Rey* +63 9658827127  *Marites Jarilla* +63 9756201599 |  |  |  | | --- | --- | | **Customer Service in Delicious Bakeshop (OJT)**   * We need to wear proper hygiene to prevent accidents and to show customers that we have higher standards in terms of cleanliness. * We have to make sure that we give our best service to each and every of our customers. * I always smile at the customer, respect them, and treat them equally open to any learning.   **Shampoo Assistant in T3 Salon (OJT)**   * To enhance my skill in doing Foot SPA manicure, and pedicure, I go through various training about Hair Color, Rebound, and Hairstylist in this establishment. It was fun and I learned a lot with their teachings. * I was diligent enough to be offered a long-term position not just as a student but as a working partner * I learned how to socialize with people, smile and have confidence. Their guidance kept me on track. | **References:**  *Joel Jarabe*  +63 9357972794 | |
| |  | | --- | | **OTHERS** **MY AIMS & GOALS I SOUGHT** | | * NCII (*passer in beauty and nail care)* * NCII (*passer in bread and pastry)* * Work Immersion Award * Best Innovation Research Award * Loyalty Awardee * Training Certification in M**adelicious Foods Corporation** * Certificate Of Completion in **LIEMCHICK GRILLED** **FOOD,INC.** | |