



# JANELLE KAYE BORABO

## CONTACT

09562338101

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Purok Dalungyan Barangay  
Isabang Lucena City

## EDUCATION

2022-2024  
**DLL(Dalubhasaan ng  
Lungsod ng Lucena)**  
BSIT(Bachelor of Science  
and Information  
Technology)

2020 - 2022  
**STI Collage, Lucena  
Senior High School**  
TVL Track/Information and  
Communication

2017 - 2020  
**QNHS (Quezon National  
Highschool)**  
Junior High School

2010 - 2017  
**Isabang Elementary  
School**  
Elementary

## Skills

- Management Skills
- Creativity
- Patience
- Listening
- Critical Thinking
- Time Management
- Phone Handling Skills

## OBJECTIVES

Seeking a position in any organization that offers opportunities for advancement and professional growth while providing a work environment suitable to my personality.

## EXPERIENCE

2021 - 2022

### Virtual L2 Coworking Space

Hermana Fausta Brgy. Isabang Lucena City

### BPO AGENT

**NCS- AUTO INSURANCE SERVICES (US Outbound | Inbound) Sales Calls**

#### INBOUND CUSTOMER SERVICE

Answering calls and We provide high-quality execution of client customer care processes Monitor these against multiple performance metrics, and seek to improve them on an ongoing basis.

#### OUTBOUND CUSTOMER SERVICE

We provide the customized outbound services that includes direct telemarketing, order processing Up-selling/cross-selling, surveys & polling, lead generation and customized telemarketing services extend Beyond answering customer questions

## References

### VILMA PUA

BANK MANAGER QCRB BANK

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### Anton Neil Borabo

Network Engineer Globe

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