



Baby Joy M. Gomez



LT2 A4 Gawad Kalinga Baseco Manila Philippines



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PERSONAL PROFILE

Dedicated and customer-focused individual seeking a position as a Call Center Agent where I can utilize my strong communication skills, adaptability, and critical thinking abilities to provide excellent customer service and contribute to the company's success.

OBJECTIVE

At 21 years old, I am eager to gain hands-on experience and apply my analytical skills to derive meaningful insights. I am also committed to providing excellent customer service and collaborating effectively to support business decisions.

EDUCATION

- | | |
|--------------|--|
| 2022-Present | PAMANTASAN NG LUNGSOD NG MAYNILA |
| | <ul style="list-style-type: none">• 3rd year Bachelor of Science in Information Technology• College Department Junior Officer (Budget Committee) Year 2022-2023 |
| 2022 | ARELLANO UNIVERSITY JUAN SUMULONG CAMPUS |
| | <ul style="list-style-type: none">• Senior High School Graduate Year 2022• Grade 11 with Honor with 94 final average• Grade 12 with High Honor with 96 average |
| 2020 | JOSE ABAD SANTOS HIGH SCHOOL |
| | <ul style="list-style-type: none">• High School Graduate Year 2020• With Honor from grade 8-10 with 90+ final average• Best Student Teacher in MAPEH |
| 2016 | PEDRO GUEVARA ELEMENTARY SCHOOL |
| | <ul style="list-style-type: none">• Elementary Graduate Year 2016 |

EXPERIENCE

- | | |
|-----------|--|
| 2024 | <ul style="list-style-type: none">• Self Business (Mini Donuts) |
| 2023-2024 | <ul style="list-style-type: none">• Call Center Agent (Healthcare Account) |
| 2021-2022 | <ul style="list-style-type: none">• Self Business (Thrift Shop) |
| 2017-2019 | <ul style="list-style-type: none">• Fruits and toys vendor |

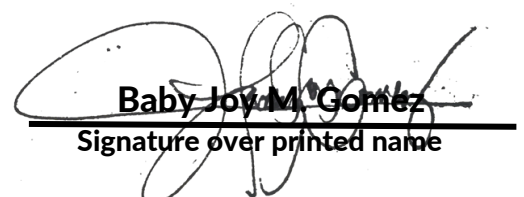
SKILLS AND INTEREST

- Excellent communication and interpersonal skills
- Strong customer service orientation
- Ability to handle high-pressure situations with a positive attitude
- Proficient in Microsoft Excel and basic computer operations
- Organized, detail-oriented, and quick to learn new tools
- Skilled in multitasking, time management, and team collaboration

LANGUAGE COMPATENCIES

- Tagalog
- English

I hereby certify that the informations above are true and correct.


Baby Joy M. Gomez
Signature over printed name