

Shiela Mae D. Santos

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Block 1 Lot 36 Redfern 8 Pasong Kawayan 1

General Trias Cavite



Objectives

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

Personal Data

Age: 28 years old

Gender: Female

Date of Birth: May 21, 1996

Nationality: Filipino

Religion: Roman Catholic

Educational Background

Preliminary	Santiago Syjuco Memorial School	2002 - 2008
Secondary	La Purisima Concepcion Academy of Malabon	2008 - 2012
Tertiary	Our Lady of Fatima University	Graduate of Hotel and Restaurant Services (2018)

Skills and Qualifications

- Food and Beverage Skills: Napkin folding, Table skirting, Table service
- Bartending Housekeeping Skills: Room boy trolley set-up, Bed make-up and Butler service
- Languages: Filipino (Expert), English (Beginner), and Nihongo (Beginner)
- Computer Skills: Microsoft Word, Excel and PowerPoint, and Windows Movie Maker

Work Experience

- EVOTECH (February 2014 – March 2014)
 - Trainee Data Analysts
 - Duties and Responsibilities:
 - Data entry of accounts
 - Reconciliation of accounts
- Land Transportation Office (July 2014 – June 2015)
 - Encoder
 - Duties and Responsibilities:
 - Encoding of 1200 plate numbers a day
- SUPPORTWARE (May 2019 – January 2021)
 - Lead Researcher
 - Duties and Responsibilities:
 - Data Researching
 - Data Mining
- TELEPERFORMANCE (October 2021 – January 2024)
 - Customer Service Representative (Tier 2)
 - Duties and Responsibilities:
 - Back Office
 - Chat Support
 - Email Support

Character Reference

Available upon request.