

# ROLAND KINTANA AWA-AO

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## CAREER OBJECTIVE

To establish a career in a reputable company wherein I could exercise and further develop my skills.

Hardworking, dependable, self-reliant and trustworthy person who can work with minimal or even without supervision.

## SKILLS

Exceptional communication skills  
Sales and Marketing  
Organizational and Time Management  
People management

## EDUCATION

**Collegiate:** 1995-1998  
Central Colleges of the Philippines, Aurora Blvd.  
Quezon City  
BS Optometry

**Secondary:** 1990-1995  
Guzman Institute of Technology, Quiapo Manila

**Primary:** 1984-1990  
Aurora A. Quezon Elementary School  
Cordillera St. Galas Quezon City

## TRAINING/ CERTIFICATION

**Food Handler Certification (FS1)**  
Valid 18 March 2024 to 18 March 2029  
Food Safety Training

## **PRULIFE UK**

Life Insurance Agent  
January 2019- January 2021

### **JOB DESCRIPTION:**

- Selling and providing advice to clients and recommending insurance products suited and according to their needs.
- Responsible for mediating between the insurance company and the clients.
- Providing excellent customer service to maintain and retain clients as well as expanding our customer base.

## **SYKES ASIA**

21/F Robinsons Summit Bldg.  
Ayala Makati City.

**TIER 2 AGENT- Claims**  
August 2012- February 2014

### **JOB DESCRIPTION:**

- Handles inbound calls for claims related concerns.
- Responsible for processing insurance claims, giving feedback on claims to claimants.
- Review, evaluate and process insurance claims documents to ensure that a claimant follows necessary guidelines and coordinates with insurance companies.
- Provides efficient service to another existing clientele.
- Prepares reports as scheduled or requested.

**CUSTOMER SERVICE REPRESENTATIVE**  
September 2006 – July 2012

### **JOB DESCRIPTION:**

- Assists Prudential's Life Insurance plan holders with their concerns.
- Assists new agents with their queries regarding Prudential accounts.
- Take note of the new agent's conversations with the plan holders & give comments and reactions to the Supervisor.

- Assists the Team Leader in other concerns/issues concerning work.
- Prepares reports as scheduled or requested.

**CASTLE COMFORTS CORPORATION**

Dadiangas, General Santos City

November 1998 – September 2000

Position: Sales-Distributor of Waterbed

**JOB DESCRIPTION:**

- Promotes waterbed products.
- Do sales calls to existing accounts and new accounts.
- Install and repair the waterbed.

**Reference**

**Sharel Peralta, P. Engr**

Leader, Track & Way

Transit Service System, Calgary Transit

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