

ROLAND KINTANA AWA-AO

102-5303 25 Ave. NW, Edmonton Alberta, T6L 7H1

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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

(403) 969-0170

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