

# ROLAND KINTANA AWA-AO

5303 25 Ave, Unit 102 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

## AVAILABILITY

Monday to Wednesday  
8:30am to 2:30pm &  
6:00pm to 10:00pm

Thursday  
6:00pm to 10:00pm

Saturday  
8:00am to 5:00pm

## WORK EXPERIENCES

### **PRULIFE UK**

Freelance 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, evaluates and processes 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 account.
- Take note of new agent's conversations with the plan holders & give comments and reactions to the Supervisor.
- Assists the Team Leader in other concerns/issues concerning related to 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 call to existing accounts and new accounts.
- Install and repair waterbed.

**Reference****Sharel Peralta, P. Engr**

Leader, Track & Way

Transit Service System, Calgary Transit

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