



# SHANNEN NICOLE C. ESGUERRA

CUSTOMER SERVICE REPRESENTATIVE

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## PROFILE

Date of Birth: August 16, 2001  
Height: 5'6  
Gender: Female  
Nationality: Filipino  
Civil Status: Single  
Religion: Roman Catholic  
Language/Dialect: Filipino, English

## SKILLS

Fast Learner  
Creative Thinking  
Critical Thinking  
Active Listening  
Effective Communication  
Positive Attitude  
Attention to Details  
Calm Under Pressure  
Customer Service

## WORK EXPERIENCE

### SECRETARY/SHOP KEEPER

#### *SAMUEL RASAY*

January 2018 – May 2018

- Samuel Rasay is one of the famous designers in Sariaya, Quezon. I have been the Secretary and Shop Keeper at his shop as my part-time job as a student.

### TUTOR/TEACHER

#### *YIBU English Online Training*

Sep 2019 - Aug 2020

- It is a new startup company of ESL Training for Chinese students. I am one of the English Teachers/Tutors.

## EDUCATION HISTORY

### ST. FRANCIS HIGH SCHOOL SARIAYA HUMSS (Humanities and Social Sciences)

2017 – 2020

### NATIONAL UNIVERSITY – MANILA BS Information Technology with a specialization in Multimedia, Arts and Animation

2020 - PRESENT