**JAYSA ANNA I. GABUYA**

1096-G Ubos Pondok, Basak Pardo, Cebu City

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**OBJECTIVE**

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**EDUCATION**

**University of Cebu – Main Campus Graduate- March 2018**

 Bachelor of Arts in Psychology Sanciangko Street, Cebu City

**Don Vicente Rama Memorial National High School 2010-2014**

 Macopa Street, Basak Pardo, Cebu City

**Don Vicente Rama Elementary School 2004-2010**

 Macopa Street, Basak Pardo, Cebu City

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**EMPLOYMENT EXPERIENCE**

**iPloy Staffing Solutions –** *HR Admin Staff* April 22, 2019-January 13, 2021

* Screening resumes.
* Performing in-person and phone interviews with candidates.
* Performing reference and background checks.
* Coordinating interviews with the hiring managers.
* Following up on the interview process status.
* Completing timely reports on employment activity.
* Maintain and manage files.
* Complete new employee orientation checklist.
* Assist employees with completing benefits selection task in online application.
* Act as government liaison officer.
* Administrative tasks (201 filing, generate credentials, ID, Job Offer, plan office activities, etc.,)

**Amazon** -*Customer Service Associate* October 29, 2018-February 28, 2019

* Answered customer’s concerns and inquiries.
* Maintained customer records by updating account information.
* Kept records of customer interactions, transactions, comments and complaints.
* Maintained a positive, empathetic and professional attitude toward customers at all times.
* Ensured customer satisfaction and provide professional customer support.

**Able Services Inc.** - *HR Intern* November 24, 2017- February 14, 2018

* Interviewed applicants.
* Conducted short orientation to newly hired employees and ensured their understanding of company policies.
* Assisted employees with their employment concerns and issues.
* Updated and filed 201 files
* Prepared job postings.
* Scheduled and called applicants for initial interview.

**Don Bosco Technological College** - *Guidance Intern*  June 19- September 19, 2017

* Conducted orientation to high school students about Guidance and its services.
* Scheduled an interview for counselling.
* Conducted counselling to High School student.
* Made a poster for Mental Health Awareness.
* Administered psychological tests.
* Written a psychological report.

**Tech Mahindra Ltd.** - *Customer Service Associate*  October-December 2016

* Answered customer’s concerns and inquiries.
* Maintained customer records by updating account information.
* Kept records of customer interactions, transactions, comments and complaints.
* Maintained a positive, empathetic and professional attitude toward customers at all times.
* Ensured customer satisfaction and provide professional customer support.

**Shinbihae Inc.**- *ESL Teacher* February 2015- August 2015-June 2016

* Created lesson plans to teach Koreans to read, write and speak English.
* Helped students learn English grammar, pronunciation and conversational skills.
* Prepared feedbacks and grades for students’ progress.

**Cebu City Hall** -*Office Staff (SPES)* April 2014 & April 2016

* Issued Community Tax (CEDULA).
* Collected payments.
* Answered questions, disseminate or explain information to customers.