

**SHARON ALLENA**

Address: Blk 13 lot 23 Sampaguita West Phase 2 Lipa City Batangas 4217

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***OBJECTIVES****: TO BE ABLE TO ENHANCE MY POTENTIALS AND KNOWLEDGE AS WELL AS TO SHARE SELF WORTH TO THE COMPANY FOR MY FUTURE ADVANCES AND SUCCESS*

**WORK EXPERIENCE:**

**Teletech**

**Customer Service Representative/ Call Center Agent**

**Oct 3-2012 up to present**

\*chat associate

\*outbound calls

\*inbound chats

\*sales/ billing / orders support

\*Australian account/ Telstra

**ASAIN CABLE**

**PSCE Ortigas Center Pasig City**

**Admin Asst. (HR)**

**June 2011- Oct. 2011**

Duties and Responsibilities:

\*Updating attendance for payroll

\*Coordinator for stockholder’s

\*Monitoring activities of employees

\*Dealing with suppliers

\*Responsible for hiring people, resignation, tardiness, sick leave, vacation leave, failure to punch

\*Making and issuing memorandum

**Asfar Hotel Apartments**

**U.A.E.**

**Front Office**

September 2009- March 2010

Duties and Responsibilities:

\*Customer Service

\*Telephone operator

\*Reservations

\*Coordinator from Gen. Manager to accounts, housekeeping dept., maintenance and resto and kitchen dept.

\*Administrative and clerical works

\*Sending of statistical data to Abu Dhabi Tourism Authority

**MC Donalds U.A.E.**

**Store Activities Representative**

November 2006- November 2008

Duties and Responsibilities:

\*Customer Service

\*Ordering of Premiums

\*Responsible for marketing tools and advertisements for the store

\*Party hosting

**Robinsons Convenience Store, Inc.**

**Business Systems Administrative Assistant/ Assistant Store Manager**

(P.O. Processor)

March 2005- November 2006

\*Processing Orders of stores of all branches

\*Preparing reports for the Unit Head

\*Preparing reports for all the branches

\*Trouble shooting

\*Assisting all branches hardware and software problems

\*Responsible for all administrative works including filing, answering telephone calls

**Robinsons Convenience Store, Inc.**

**Assistant Store Manager**

Duties and Responsibilities:

June 2004- March 2005

\*Ordering of products

\*Scheduling

\*Motivating staff for their improvements including training

**Robinsons Convenience Store, Inc.**

Service Crew

December 2003-June 2004

Duties and Responsibilities:

\*Cashiering

**Chowking Dapitan**

U. S. T. Dapitan Sampaloc Manila

Cashier

Jan 2002- July 2002

Duties and Responsibilities:

\*Cashiering

**Chowking Sta. Cruz**

Sta. Cruz, Manila

Cashier

Jan 2002- July 2002

Duties and Responsibilities:

\*Cashiering

**Wendy's Humburger**

SM Centerpoint Sta. Mesa Manila

Cashier/Server

June 2000- Dec. 2000

Duties and Responsibilities:

\*Cashiering

**TRAININGS AND SEMINARS ATTENDED:**

**BASIC CUSTOMER SERVICE** Feb- Mar 2011 at Allegiance Cargo

ENHANCING THE GUEST EXPERIENCE PROGGRAMME**:**

- **Abu Dhabi Culture and Heritage Workshop** December 13, 2009

- **Tourism Information Services Workshop** December 20, 2009

- **Excellent Customer Service Workshop** December 16. 2009

BY ABU DHABI VOCATIONAL EDUCATION AND TRAINING INSTITUTE(VETI) ABU DHABI TOURISM AUTHORITY

**ACHIEVEMENTS**

 Third Honor

 Best Cashier- Chowking Sta. Cruz

 Best in Greetings- Chowking Dapitan

 Certifed Champ/killer smile- Pizza Hut

 Best Counter Person- Mc Donalds

 Most Active/ Outstanding – Mc Donalds Crew Seminar

 Crew of the Month – Mc Donalds

 Top Performer/Agent – Teletechconsistently since 2013

**SKILLS**:

Communications skills (Tagalog, English, little Arabic), computer literate (Microsoft office- Microsoft word, excel, advanced excel, power point, sql)

**EDUCATIONAL BACKGROUND**

**Central Colleges of the Philippines**

Quezon City Manila Phil.

Bachelor of Science in Business Administration – 2004

**Immaculate Conception College**

Balayan, Batangas

High-school – 1999

**Sampaga Elementary School**

Sampaga, Balayan, Batangas 4213-1995

**CHARACTER REFERENCE:**

Franco Dionido OIC Chairman Barangay Sampaga, Balayan, Batangas

**PERSONAL DATA:**

Date of Birth: March 4, 1982

Place of Birth: Balayan, Batangas

Religion: Catholic

Civil Status: Single

Height: 5' 5"

Weight: 135 lbs

I hereby certify that the above information is true and correct with my best knowledge and belief.

Applicant,

**SHARON ALLENA**