

Francesca Rose Osayan

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Quezon City, Philippines

OBJECTIVE

An enthusiastic individual with business management major in operations degree securing a challenging position that will showcase her knowledge, training, and leadership skills in a reputable company to achieve goals while providing excellent customer experience.

EDUCATION

Bachelor of Science in Business Management

Jun 2015 - May 2019

STI COLLEGE , Caloocan City

- Graduated Cum Laude with a GWA of 1.41 on a 5-Point Scale wherein 1.00 is the highest.
- School's Business Management Organization Head Committee (2016) and Internal Auditor (2017)
- School's 25% Scholarship awardee (4 years) and Local Government of Valenzuela City Scholarship Awardee (4 years)
- Top 10 in Hackademia (2018) and competed in Inter-School Entrepreneurship Competition won First Placer (2019)

Secondary School Diploma

Jun 2012 - Mar 2015

Lawang Bato National High School, Valenzuela City

- Graduated First Honor for Batch 2015 and Participated in Speech Choir won First Placer.

SKILLS

- Ability to work under pressure, and make sure that the outcome is still excellent.
- Handles time management smartly, flexible and optimistic.
- Absorbs knowledge, learning and advice easily and puts them into action.
- Hard working, passionate and motivated.
- Willingness to be trained.

WORK EXPERIENCE

Customer Solutions Officer

May 2019 - Present

Citigroup Business Process Solutions - Citibank • Taguig City

- Answer calls from Credit Card and Retail Bank Account holders that are in North America.
- Listen, acknowledge and solve clients' concerns.

- Respond to clients' inquiries.
- Process orders, forms, complaints and requests.
- Be optimistic, empathetic, and professional attitude toward customers and colleagues at all times.
- Communicate and coordinate with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer support.

Credit and Collection Intern

Dec 2018 - Feb 2019

CDC Manufacturing Corporation • Malabon City

- Prepare the list of the debtors that needs to be visited by the collectors.
- Contact the debtors and tell them about the collection.
- Help colleague to update the excel file and sort receipts/invoices.