

ALYANNA C. SANGALANG
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OBJECTIVE

Seeking long term employment in an organization where can grow professionally and further enhance skills, knowledge and experience to face and overcome the challenges of today's changing work environment.

WORK EXPERIENCE

iHerb (Upwork) (June 2020 – Up to Present)

Customer Service Representative

- Respond promptly to all customer inquiries by email and chat
- Handle and resolve customer complaints
- Follow-up on customer interactions
- Process RMAs
- Escalate customer issues as necessary for timely resolution

Archipelago Philippine Ferries Corporation (March 2019-December 2019)

Marine Assistant

- Collates monthly monitoring documents on-board
- Processes purchase request from the vessel
- Monitors inventory of safety equipment on-board
- Making and handles the budget of the department

Asian Hospital and Medical Center (May 2018 – August 2018)

Admission Associate

- Handles the registration of account of incoming patient
- Processes the admitting of patient
- Verifies patient's accounts with their HMOs

Bank of the Philippine Island (August 2014 – March 2018)

Customer Service Associate

- Processes any bank transaction of clients
- Selling products of the bank
- Processes loan applications

EDUCATIONAL BACKGROUND

B.S in Business Administration and Accountancy, Major in Operations Management

Graduation – April 30, 2014

De La Salle University – Dasmariñas, Dasmariñas City, 4115 Cavite

SEMINARS ATTENDED WITH CERTIFICATIONS

- **Annual Exposure Tour at Subic Bay Freeport Zone**
Subic Bay Metropolitan Authority, Zambales
- **“ Business Operations: The Global Way”**
Ugnayang Lasalle- De La Salle University- Dasmariñas
- **“It’s not just Organic”**
CIH Function Hall- De La Salle University- Dasmariñas
- **“Current Trends in Business Management”**
Traders hotel Manila
- **“e-Learning”**
Luis Aguado Hall- De La Salle University- Dasmariñas
- **“Creating Business Possibilities”**
Alumni Auditorium- De La Salle University- Dasmariñas
- **“Moving Towards Success”**
Alumni Auditorium- De La Salle University- Dasmariñas
- **“Test of English for International Communication (TOEIC)”**
Langauae Learning Center- De La Salle University- Dasmariñas
- **“Communication in the Workplace (COMWORK) Program”**
Langauae Learning Center- De La Salle University- Dasmariñas
- **“Customer Service Associate”**
Bank of the Philippine Island
- **“Anti-Money Laundering”**
Bank of the Philippine Island
- **“Customer Representative Support”**
Bank of the Philippine Island
- **“Budget Execution, Preparation and Monitoring”**
Archipelago Philippine Ferries and Corporation

SKILLS

- Computer Literate knowledgeable in MS Office applications
- Communication Skills know-how in speaking Filipino and English
- Leadership Skills has an experience in organizing small events and handling organization
- Customer Service Skills knows how to handle good conversations with customer
- Ability to work under pressure

CHARACTER REFERENCE

Maria Joanne Palma

IT Consultant,
Oracle Corporation Makati City
09178862864

Engr. Deborah Cecille Uhr

Software Engineer, Accenture Taguig City.
09992242639

Maricel Reyes

Cashier Supervisor, PITX Paranaque City
09952487520