

SHARMELA A. DAGATAN

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Objective:

To acquire a job in a company that will enable me to enhance my knowledge and skills that will help me render the best service excellently in accordance to my abilities while learning more through application, experience and growth.

Biographic Information:

Date of Birth : April 29, 1987

Age : 35yrs. Old

Place of Birth : Taguig, City

Civil Status : Married

Religion : Catholic

Working Experience:

Senior Teacher A

51Talk

March 02, 2018 – June 2019

- Prepare and study the company-provided teaching materials before the lesson starts
- Conduct 25-minutes, one-on-one English lessons to Chinese kids online
- Provide corrective feedback during the lesson
- Create a lesson memo at the end of each lesson

Customer Service Representative

Telus International Philippines Inc.

August 2015 to July 2017

- Handles inbound calls.
- Assist members in resetting their email password.
- Assist member in updating billing information on file.
- Provide proper resolution for each member's concern.

Customer Service Representative

Telephilippines, Inc.

October 2014 to April 2015

- Handles inbound/outbound calls.
- Responds to customer calls using product knowledge.
- Resolves customer questions and issues.
- Works to build customer confidence in the brand.
- When applicable, promotes opportunities for additional products and services.

Technical Clerk

Testing Laboratory Department

Omni Solid Services, Inc. (Formerly Solid Laguna Corp.)

February 2007 to July 2013

- Prepares pertinent documents
- Encodes data.
- Collect indexes, files and disposes quality procedures or records, which are superseded or no longer used.
- Performs clerical jobs for the Laboratory Manager and Assistant Laboratory Manager.
- Prepares and conducts actual inventories of units received.
- Attends to the needs of the customers.
- Places calls to customers.
- Makes follow-up calls to all customers with due balance.

Marketing Specialist

Voisworx Inc.

October 2006 to December 2006

- Responsible for adhering to client call handling protocol and procedures
- Responsible for interfacing with customers through the phone in a courteous, empathetic and professional manner.
- Responsible for educating the customer on detailed product information
- Responsible for participating in focus group discussions, meetings, ongoing training and other activities related to improving overall customer satisfaction.

Practitioner

Commission on Election

Parañaque City Hall

January 2006 to May 2006

- Assist voters on their application
- Attends to the needs of the voters.
- Filing and documenting files
- Acquired 880 hrs. of training

Educational Background:

Tertiary	2004 to 2006	Electronics Technology Parañaque City College of Science & Technology
Secondary	2000 to 2004	Dr. Arcadio Santos National High School (Main)
Primary	1994 to 2000	Bagong Tanyag Elementary School (Main)

Summary of Qualification:

Can adopt different settings and work environment. Fast learner and has a great enthusiasm to learn more skills. Good in leading and facilitating in work or event. Has a satisfactory communication skill, knowledgeable in Microsoft Office Program like Word and Excel and can easily relate to different people.

References:

Mr. Christopher Flores	Manager <i>Facilities Protection Inc.</i>	(63) 9178362394
Mr. Rainier Arnaiz	Sr. Quality Engineer <i>Omni Solid Services, Inc.</i>	(63) 9194381310
Mr. Ronald Tenorio	Team Lead <i>Telus International Philippines Inc.</i>	(63) 9294421462