



Karen Anne Lazaga Servillon

A decade of public servant, proficient, adaptable to work under pressure with minimal supervision in any task observed.

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0922 536 6860

Davao City, Philippines

SKILLS

**good communication skill google analyst team player adaptable computer skills
trustworthy responsible customer service representative social media hustler**

EDUCATION

Degree Holder/ College Graduate

University of the Immaculate Conception

06/1998 – 03/2004

Davao City, Philippines

Course

Bachelor of Science in Electronics Engineering

WORK EXPERIENCE (1)

Disbursing Officer

Davao City Water District

02/2008 – Present

Davao City, Philippines

The only government-owned and controlled corporation water utility of the city

Achievements/Tasks

- **Prepares and issues checks for payment. Handles the remittances of loan repayments, contributions and premiums to concerned government offices.**
- **Prepares Treasury accountability reports; and performs such other functions as maybe authorized.**
- **Acting as authority for the approval of orders. Acting as certification officer for claims for reimbursement and contingency funds**
- **Maintain detailed records of all transactions and submit the required periodic detailed reports. These records and reports are for accounting purposes.**

Contact:

Ms. Marlyn Lopez Ronquillo

Finance Division Manager

WORK EXPERIENCE (2)

Head Teller

Davao City Water District

06/2015 – Present

Davao City, Philippines

The only government-owned and controlled corporation water utility of the city

Achievements/Tasks

- **Duly performs the function of a head teller during weekend duties in one of the collection centers of the office**

Contact:

Marlyn Lopez Ronquillo

Finance Division Manager

Customer Service Representative

G-Com Ltd., Inc.

10/2005 – 01/2006

Davao City, Philippines

Business Processing Outsourcing / Call Center

Achievements/Tasks

- **Answer incoming calls and respond to customer's emails. Manage and resolve customer complaints. Sell products and place customer orders in the computer system**
- **Document all call information according to standard operating procedures.**
- **Upsell products and services**
- **Complete call logs and reports and other duties as assigned**

WORK EXPERIENCE (3)

Technical Support Representative

Link2Support

05/2005 – 08/2004

Cagayan de Oro City, Philippines

Business Processing Outsourcing / Call Center

Achievements/Tasks

- **Answer incoming calls and respond to customer's emails. Manage and resolve customer complaints. Identify and escalate issues to supervisors.**
- **Research required information using available resources. Research, identify, and resolve customer complaints using applicable software**
- **Document all call information according to standard operating procedures**
- **Complete call logs and reports and other duties as assigned**

TRAININGS ATTENDED

- **CORPORATE COMMUNICATION SERIES: TELEPHONE SKILLS (10/2017)**
- **DIALOGUE WITH LARGE TAXPAYERS (05/2018)**
- **CORPORATE COMMUNICATION SERIES: TELEPHONE SKILLS (10/2017)**

- **DELIVERING EXCELLENT SERVICE THROUGH PERSONALITY ENHANCEMENT WITH GOOD GROOMING AND PERSONAL HYGIENE AND WATER SAFETY PLAN ORIENTATION (04/2017)**
- **SEMINAR ON COUNTERFEIT DETECTION (02/2017)**
- **COMPREHENSIVE DISCUSSION ON WITHHOLDING TAX ON WAGES (WTW) AND FRINGE BENEFITS TAX (FBT) (06/2016)**
- **BASIC WATER UTILITY OPERATIONS (05/2016)**
- **BASIC GENDER CONCEPTS AND EMPLOYEES ORIENTATION ON DCWD INTEGRATED GAD PROGRAMS (06/2015)**
- **ORIENTATION-WORKSHOP ON STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (03/2013)**
- **CORPORATE COMMUNICATION SEMINAR(EF) (02/2012)**
- **SKILLS ENHANCEMENT SEMINAR FOR CASHIERS AND TELLERS (03/2011)**
- **BASIC CUSTOMER SERVICE FOR TELLERS AND CASHIERS (05/2010)**
- **AMERICAN ACCENT TRAINING AND EFFECTIVE CUSTOMER SERVICE REPRESENTATIVE (05/2005 – 10/2005)**