

JENNY CLAIRE C. AFUYOG

JF 102 C. Pico, La Trinidad, Benguet

E-mail address: claizen_chock@yahoo.com / claireafs36@gmail.com

09075556195

EDUCATIONAL ATTAINMENT

COLLEGE : Saint Louis University, Baguio City
Bachelor of Science in Commerce, Major in Financial Management
Class of 2004

HIGH SCHOOL: Don Bosco High School, Baguio City
Class of 2000

ELEMENTARY: Puguis Elementary School, La Trinidad
Class of 1996

SEMINARS ATTENDED

- Archives Philippines: Workshop on the Establishment of an Archival System
- Smart Entrepreneurial Program
- Career Opportunity of Financial Management Graduates
- Trends in the Philippine Entrepreneurship and Micro- Financing
- Financial Markets: Its Impact to the Economy
- Comprehensive Agrarian Reform Program and Legal Issues on Land Claims

WORK EXPERIENCE

VIRTUAL ASSISTANT

Fieldnotes Ai

October 9, 2018 - June 30, 2022

- Customer Service Representative / Inside Sales Agent
 - Data entry and database/calendar management
 - Communicating and engaging with REAL Estate and Flooring company leads through our company's platform, responding to customer through emails, calls or digital conversations
- Human Resources
 - Create staff schedules and monitor staff attendance
 - Maintain employee records
 - Manage team activities

ONLINE ENGLISH TUTOR

Homebased

March 13, 2018 – October 8, 2018

- Teaching Chinese kids on how to read and properly pronounce English words
- Providing feedback

CUSTOMER SERVICE REPRESENTATIVE

Sitel Baguio

May 23, 2017 – January 4, 2018

- Answer incoming calls, assisting customer's queries and providing resolutions to their needs and complaints on their bills.
- Upfront selling of promos available

SALES ASSOCIATE II

Convergys Baguio

November 18, 2015 – February 28, 2017

- Answer incoming calls, assisting customer's queries and providing resolutions to their needs and complaints on their bills.
- Upfront selling of promos available

CUSTOMER SERVICE ASSISTANT AIDE

La Trinidad Water District

January 17, 2005 – December 30, 2013

- Basically in charge on the billing section
- Prepare, encode and print monthly consumption of consumers of the company
- Assist in answering phones and queries
- Prepare monthly report

REFERENCES**Crystal Jade M. Bugalin**

Operations Manager - Fieldnotes Ai
09098050337

Rhea Claire Gomez

Human Resource – Fieldnotes Ai
09087489297

Macy Alfaro

Customer Service - Fieldnotes Ai
09914948214

Cecille Penchon

Learning Specialist, Sitel
09174265991

Raquel Pataweg

Operations Manager, Sitel
09056633874

John Carlo Hije

Program Trainor, Convergys
09998071142