MARIA ISIDRA TAN PELAYO

Unit 2114-S, Rivergreen Residence, Pedro Gil Street, Brgy. 880,
Santa Ana, 1009 Manila, NCR, Philippines
Contact No. +63 927 297 8715 | mariaisidrapelayo@yahoo.com

OBJECTIVE

To obtain a responsible and challenging job and opportunity where I could practice my knowledge and develop my personality as a career person while utilizing my skills to bring out the best of my potentials. To be able to apply and continue the work experiences and gained knowledge.

PERSONAL INFORMATION

- Age : 36 years old
- Birthday : May 24, 1986
- Sex : Female
- Religion : Iglesia Filipina Independiente (Aglipayan)
- Civil Status : Married
- Height : 5’0”
- Weight : 60 kilos
- Nationality : Filipino
- Language Spoken : English, Tagalog

SKILLS AND QUALIFICATIONS

- Fast learner and very much willing to accept new challenges.
- Dedicated and hardworking individual
- Highly organized and efficient
- Ability to work independently or as a part of a team
- Ability to work with or without supervision
- Capable to work well in a high-pressure work environment.
- Outstanding communication and listening skills

TECHNICAL SKILLS

- Microsoft Office (MS Word, MS Excel, Power Point, etc.)

EDUCATIONAL ATTAINMENT

- **TERTIARY**
  Associate in Health Science Education
  Colegio San Agustin-Bacolod
  Benigno S. Aquino Drive, 6100 Bacolod City, Negros Occidental
  S.Y. 2004 - 2006
- **SECONDARY**
  Northern Antique Vocational School (NAVS)
  Brgy. Poblacion, Culasi, 5708 Antique
  S.Y. 1999 - 2003

- **PRIMARY**
  Esperanza Elementary School
  Brgy. Esperanza, Culasi, 5708 Antique
  S.Y. 1992 - 1998

WORKING EXPERIENCE

- **CONCENTRIX PHILIPPINES**
  Address : SM Mega mall, PHL, 8th to 11th Floors, Mega C Building EDSA corner Dona Julia Vargas Avenue Mandaluyong City, PHL, Philippines, 1550
  Position : Advisor I, Customer Service – Logistic Account
  Date : September 13, 2021 – Present

  - Process tracking and create case report of client's shipments by phone.
  - Ensuring customer queries are answered to their satisfaction.
  - Handling customer complaints or handling them to a supervisor.
  - Providing information about products and services.
  - Dealing with online, email and telephone queries.
  - Updating customer's personal and tracking related information.

- **CONCENTRIX PHILIPPINES**
  Address : SM Mega mall, PHL, 8th to 11th, Floors, Mega C Building EDSA Corner Dona Julia Vargas Avenue Mandaluyong City, PHL, Philippines, 1550
  Position : Advisor I, Customer Service – Financial Account
  Date : April 29, 2021 – July 5, 2021

  - Processing the payments and withdrawals of customers by phone.
  - Ensuring customer queries are answered to their satisfaction.
  - Handling customer complaints or handling them to a supervisor.
  - Providing information about products and services.
  - Dealing with online, email and telephone queries.
  - Updating customer's personal information.

- **KEY CASH & PAYLITE LENDING, INCORPORATED**
  Address : 1706 Angel Linao St., Brgy. 686, Paco, Manila, Philippines
  Position: Accounting Staff / Cashier
  Date : June 29, 2009 – March 16, 2020

  - Entering financial information into appropriate software programs
  - Managing company ledgers
  - Processing business expenses
  - Verifying bank deposits
  - Managing day to day transactions
  - Assisting the finance department and senior accounting staff members with various tasks, including preparing budgets, records, and statements
  - Posting daily receipts
  - Managing payroll

- **JOLLIBEE FOODS CORPORATION**
  Address : Gaisano City Mall – Bacolod City
  Position : Cashier & Service crew
  Date : August, 2007 – April, 2008

  - Take orders from customers for food or beverages
  - Serve food or beverages to customers
  - Collect customer's payment
  - Invite them to comeback

CHARACTER REFERENCES

- **AIZA G. ISADA**
  Keycash & Paylite Lending, Inc
  Corporate Secretary
  Contact no. +63 939 005 3524
- **ZYRINE VALERIE NALAUNAN SUANTE**
  Concentrix Philippines
  Reporting Manager
  SM Mega all, PHL, 8th to 11th Floors, Mega C Building EDSA corner Dona Julia Vargas Avenue Mandaluyong City, PHL, Philippines, 1550
  Contact nos. +63 930 356 0174 | +63 (02) 423-8700 loc 354428

I hereby certify the above information is true and correct in the best of my knowledge and belief.

MARIA ISIDRA TAN PELAYO