

EDNA IBARRA

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OBJECTIVE: To be a part of a prestigious institution where I would be able to showcase my skills in people management and be a catalyst for growth and development of the company.

EXPERIENCE: Manager II, I-Tech Global Business Solutions (2012-2018)

Otis, Pandacan, Metro Manila, Philippines

Oversaw overall campaigns of different accounts including Cebu Pacific, GETGO, Universal Robina Corporation (URC), Philippine Daily Inquirer and Oriente. Deliver excellent customer service, both inbound and outbound services. Outstanding in handling customer complaints. Handled strategic planning and problem solving. Tasked with delivering and meeting the key performance indicators set by the client/s, including, but not limited to, customer service satisfactory, sales, quality, and productivity.

Interactive Technology Solutions Inc. (2005-2012)

Libis, Quezon City, Metro Manila, Philippines

Campaign Head (2008-2012) of Cebu Pacific, Sun Cellular, and Digitel. In charge of a campaign's overall strategy in achieving client-committed and internal targets. Prepared and analyzed operational reports for client and top management presentations. Coordinated with other departments regarding operational needs and concerns. Involved in the recruitment process.

Contact Center Officer III (2005-2008). Supervised a team and oversaw its performance in delivering customer service, technical support, and sales.

Digital Telecommunication Phils Inc. (2001-2005)

Libis, Quezon City, Metro Manila, Philippines

Call Center Supervisor (2002-2005). Supervised a team with responsibilities including coaching, mentoring, and checking for

quality performance. Analyzed individual and team performances and undertook actions to improve both the performance and process sales.

Customer Service Representative (2001-2002). Handled helpdesk and provided assistance on billing inquiries, product inquiries and complaints,

Government Regional Telephone System (1992-1994)

Tuguegarao City, Cagayan, Philippines

Handled international and local calls and directory and dialing assistance.

EDUCATION: Bachelor of Science in Mathematics

Cagayan State University, 1988-1992

Tuguegarao City, Cagayan, Philippines

SKILLS: Excellent in customer service and outstanding people skills. Has a good sense of planning and is very organized. A record of success in managing projects and priorities quickly. Proactive personality with the capacity to respond to assignments and deadlines persistently. Excellent phone and written communication abilities. Excellent detail-orientedness. A passion for education and learning. Excellent decision-making abilities. Reliable. Proficiency in Microsoft Office operation. Quick mastery of Google Suites.

PERSONAL INFORMATION: Born on the 14th of February, 1971, in Quezon City. Married with 4 children, born in 1995, 1996, 2001, and 2002, respectively. Fluent in Filipino, English, and Ilocano. Hobbies include gardening, haberdashery, cleaning, and housekeeping.
