

# Marie Shyla Kay Daswani-Derecho



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## About me:

An employee of almost 10 years with experience in the Gaming industry, specifically in Chat Moderation, Customer Support, People Management, People Empowerment, Data Analysis, Project Creation, and Implementation.

## Objectives:

Eager to work for a leading company utilizing my knowledge and experience in working with clients and ambition to succeed as an integral part of the company. Seeking a position permitting me to utilize the extensive skills I have acquired in my previous employment, school and in practicum.

## Education

2008-2012

**MAKATI MEDICAL CENTER COLLEGE OF NURSING**  
Bachelor of Science in Nursing, March 2012.

2004-2008

**ELIZABETH SETON SCHOOL, LAS PIÑAS CITY**  
High School Diploma, March 2008.

## RECOGNITION / CERTIFICATIONS

### NURSING LICENSURE EXAMINATION, BOARD PASSER

- Permission to practice as a nurse after verifying the applicant has met minimal competencies to safely perform nursing activities within nursing's scope of practice.
- REGISTERED NURSE #0759636
  - Expiration date: June 17, 2024
- IV THERAPY NURSE #12029775

## Skills & Abilities

### CUSTOMER SERVICE SKILLS

- Good communication skills with the ability to resolve concerns and give the best customer service experience.

### COMMUNICATION

- Conveys information to another effectively and efficiently through written and verbal channels.

## PROJECT PLANNING AND IMPLEMENTATION

- Create projects and training for improvement and implement them.
- Ensures that projects are successful and brings out the desired target to benefit not only the agent/supervisors but also the company and licensees.

## DATA ANALYSIS

- Analyze data by extracting information from the software.

## REPORT CREATION/PRESENTATION

- Creating of reports daily, monthly, quarterly, and yearly. Presentation of relevant data to the Management.

## TYPING SKILLS

- More than 59 wpm with above 93% accuracy. (<http://www.typingtest.com>)

## PUBLIC RELATIONS

- Build camaraderie and a thinking of “We” instead of “You” or I”



## Experience

### ASIA PRO OPC | 2021-PRESENT

Team Leader - Bingo Chat Moderation

**Trained to provide team leadership and coaching. Focused the team on the tasks at hand or the internal and external customer requirements. Communicate team status, task accomplishment, and direction**

### PARAGON INTERNATIONAL CUSTOMER CARE A PLAYTECH EMPLOYEE | 2013-2021 (WINNER/XWISE/ ZIRCONIUM/ UESM/MALTA BRANDS/VIRTUE FUSION/ RANK)

- **TEAM LEADER**

Sept 2018 - Aug 2021: Bingo Chat Moderation

- **SHIFT MANAGER**

Trained to handle and manage the overall aspects of a shift, maintain order and discipline and provide general support to agents on duty. This position operates in a team environment.

May 2013-February 2015 : Winner Support

February 2015-May 2016 : Paragon Support

May 2016-Sept 2017: Customer Service Gaming

Sept 2017-May 2018: EN Sales

May 2018-Sept 2018: Bingo Chat Moderation

- **CUSTOMER SERVICE REPRESENTATIVE**

Trained to assist customers via phone, email, and live chat. This involves anything account related, deposits, withdrawals, documents, and gaming transactions.



## **PERSONAL IMPROVEMENT TRAININGS/SEMINARS**

<b>JULY 2022 – OCT 2022</b>	<b>LEADERSHIP DEVELOPMENT PROGRAM</b> Double Dragon Plaza, Pasay City
<b>MAY 2016 – AUG 2016</b>	<b>TRANSCENDING LEADERSHIP</b> RCBC Plaza, Sen. Gil Puyat Ave. Makati City
<b>FEB 2016 - MARCH 2016</b>	<b>BUILDING BLOCKS OF LEADERSHIP</b> RCBC Plaza, Sen. Gil Puyat Ave. Makati City
<b>JUN 2015- DEC 2015</b>	<b>LEADERSHIP ADVANCEMENT PROGRAM</b> Philamlife Tower, 8767 Paseo de Roxas, Makati City
<b>OCTOBER 2012</b>	<b>IVT TRAINING (ANSAP)</b> Medical Center of Muntinlupa, Muntinlupa City
	<b>ADVANCED CARDIAC LIFE SUPPORT TRAINING (AHA)</b> SAGE, Las Pinas City
	<b>ELECTROCARDIOGRAM TRAINING</b> SAGE, Las Pinas City
<b>SEPTEMBER 2012</b>	<b>BASIC LIFE SUPPORT 2010</b> SAGE, Las Pinas City
<b>AUGUST 2011</b>	<b>DISASTER NURSING</b> Makati City
<b>JUNE 2011</b>	<b>BASIC LIFE SUPPORT</b> CPR Training for Healthcare Providers
<b>MAY 2011</b>	<b>HOPE MEDICAL AND DENTAL MISSION</b> Payatas, Quezon City
	<b>HOPE MDICAL AND DENTAL MISSION</b> Port Area, Manila
<b>APRIL 2009</b>	<b>LEADERSHIP SEMINAR</b> Tanza, Cavite