



Joely Ronquillo

ESL - Senior Teacher B

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Saint Peter Rd., URDHI, Dominican Hill, Baguio City, Philippines

I finished my degree as a nurse. However, I work in BPO industry for almost 10 years now. I am grateful that I have improved my written and English speaking ability. I am able to communicate to different people in different nations, culture and society; which enhances my skill to understand and empathize with other people's needs. But now, i am looking for a new challenge, to broaden my horizon and to gain a new skill-set.

WORK EXPERIENCE

ESL

51talk Philippines

05/2016 – Present

Baguio City, Philippines 2600

Achievements/Tasks

- Gauge student's ability and knowledge level for corresponding curriculum and identify student's needs based on purpose of study.
- Provide feedback to student for improvement.

Customer Service Specialist

Convergys, Iron Mountain- Data Management

05/2014 – 05/2016

Camp John Hay Techno Hub, Baguio City, Philippines 2600

Achievements/Tasks

- Answer calls and email regarding customer's inquiry for data storage and outbound calls for follow up.
- Coordinate with local operations team, sales, accounts payable and other internal departments to investigate and resolve customer's concern.

Senior Process Associate

Maersk Global Centres Philippines

07/2012 – 10/2013

17th Floor Wynsum Corporate Plaza Ortigas Center, Pasig City, Philippines 1605

Achievements/Tasks

- Process Booking and amendment requests for Container Shipping.
- Prepare reports, list of shipments to be loaded on vessels.

Hawaiian Airlines General Reservations Agent

Sitel Philippines Corporation

08/2007 – 09/2011

Loakan Rd., Baguio City, Philippines 2600

Achievements/Tasks

- Confirm, reschedule and issue tickets for individual or group passengers for domestic and international flights.

EDUCATION

Bachelor of Science in Nursing

Saint Louis University and University of Baguio

06/2004 – 04/2007

Bacguio City, Philippines 2600

SKILLS

5+ years of customer service

mentoring

cooking and home living

teaching

Microsoft words

computer skills

basic wood works

basic carpentry

Skill

ACHIEVEMENTS

Senior Teacher B (12/2016 – Present)

Junior Teacher (07/2016 – 10/2016)

Achievement Name

LANGUAGES

Language



English



Filipino



INTERESTS

Animals & Pets

Beauty & Fashion

Education

Food

Hobbies & Games

Movies Music and TV

Sports & Fitness

Health