



# DEANIE GAIL SISON

## About Me

I am eager to confront challenges that allow me to leverage my extensive experience, knowledge, and skills for continued development. I am dedicated to providing the company with high-quality service, drawing upon my creativity, strong work ethic, leadership capabilities, and effective time-management skills.

## Contact

 +63 955 817 8672

 sdeaniegail@gmail.com

 Lapu-Lapu City, Cebu, Philippines

## Skills

- Communication
- Multi-tasking
- Computer Literacy
- Typing Skills
- Customer Service

## Language

- English
- Filipino

## Education

**2020-2023**

**UNIVERSITY OF THE PHILIPPINES CEBU**

Bachelor of Science in Biology

**2014-2020**

**RTPM DUMAGUETE SCIENCE HIGH SCHOOL**

Junior and Senior high

**2008-2014**

**WEST CITY SCIENCE ELEMENTARY SCHOOL**

Grade School

## Experience

**Dec 18, 2023-Jan 4, 2024**

**VIRTUAL ASSISTANT - OUTBOUND CALLER**

We're Heaven Scent Cleaning Services

- Georgia's professional cleaning service specializing in residential and commercial cleaning

**Dec 15, 2022-Aug 9, 2023**

**PHONE OPERATOR - RECEPTIONIST**

Intouch Now (ITN)

- UK's fastest growing outsourced reception service
- Notes down callers details and concern then transfer them to the right department

**Nov 29, 2021-Nov 1, 2022**

**CUSTOMER SERVICE REPRESENTATIVE**

Sykes/Sitel

- Healthcare account - Centene Envolve
- Assist callers with their health insurance inquiries such as benefit, coverage, prior authorization requests, and PA status.

## Certification

- Professional Civil Service Eligibility (CSE Passer)