

Heilannie C. Dinamling



PROFILE

Detail-oriented university graduate with a knack for organization, scheduling, and proper documentation. Able to develop great relationships among students and help to build their confidence. I am an approachable person making workmates and students comfortable working and learning with me.

CONTACT

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References:

- Schereid Ugnasi
Administrative Aide
Benguet State University
0929-574-7883
- Gian Jeremy Aquino
Executive Assistant
Cline Holdings
0905-827-2514
- John Mark Malado
Grade 2 Teacher
Calvary Ministries Academy
0946-019-4148

Personal Qualifications:

Age: 24
Date of Birth: July 18, 1999
Place of Birth: Kibungan, Benguet
Nationality: Filipino
Civil Status: Single

Professional Qualifications:

- LET Passer (Licensure Examination for Teachers)
- Civil Service Eligibility - Professional

EDUCATION

Tertiary:

- **Benguet State University**
2018-2022
Bachelor in Early Childhood Education

Vocational education:

- **Baguio City School of Arts and Trades**
2015 – 2017
Diploma in Restaurant Services

Secondary:

- **Benguet National Highschool**
2013-2015
- **Doña Aurora National Highschool**
2011-2013

Elementary:

- **Doña Nicasia J. Puyat Elementary School**
2005-2011

WORK EXPERIENCE

SiTel - Customer Service Representative

October 2017 – February 2018

- Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- Monitored customer surveys and feedback to develop corrective actions for service-related issues.
- Assisted customers with product-related questions, feedback and complaints.

Grade 1 Teacher

August 2022 – October 2022

- Teach a class of 20 students for 6 hours a day on weekdays applying blended learning that includes face-to-face and online classes.
- Provide learning materials to support learning strategy and guidance for learners.
- Proper implementation of curriculum with daily lesson log checked by the principal.

SKILLS

- Computer Literate
- Classroom Management
- Organization
- Time Management