



JOVY GRACE SOBREMONTTE

CONTACT INFORMATION



0961-2639968



vgsobremonte@gmail.com



Block 2 Lot 2 Phase II, Christ
The King Subdivision, Talon IV,
Las Pinas City

REFERENCES

Ma. Cristina S. Amistoso, HR Officer

Amkor Technology Philippines Employees
Cooperative, Muntinlupa City
Telephone # 850-7509

Rayleene Nolasco, Supervisor

Switch Service, Alabang Town Center
Muntinlupa City
Cellphone Number: 0927-2552996

ACADEMIC HISTORY

PHILLIPINE MERCHANT MARINE SCHOOL

Bachelor of Science in Tourism
Management Completed from 2014 - 2020

DON CARLO CAVINA SCHOOL

Completed from 2010 - 2014

MARY IMMACULATE PARISH SPECIAL SCHOOL

Completed from 2003 - 2010

CAREER SUMMARY

CONTENT MODERATOR

Majorel Philippines | Northgate, Alabang,
Muntinlupa City | July 9, 2021 to Present

My responsibilities include:

- Transcribing videos on social media applications
- Moderating social media contents
- Giving best judgement to specific videos on social media applications
- Responsible for banning social media accounts that posts malicious contents and posts on social media applications.

CUSTOMER SERVICE OFFICER

Switch Service | Alabang Town Center,
Muntinlupa City | July 2020 to July 4, 2021

My responsibilities include:

- Receiving and answering customer's inquiries and complaints and providing high quality and satisfactory instructions and responses to resolve the customer's complaints.
- Receiving mobile phone and other devices from customers and acts as email support for customers scheduling for devices repairs
- Answering phone calls for customer's inquiries

HR ASSISTANT

National Commission for Culture and Arts |
Intramuros, Manila | May to September
2019 My responsibilities include:

- Receiving and answering customer's inquiries and complaints and providing high quality and satisfactory instructions and responses to resolve the customer's complaints.
- Receiving and routing files, sorting documents, and operating computer works



EMAIL SUPPORT REPRESENTATIVE

IBEX Global | SM BF Paranaque | November 2018 - 2019

My responsibilities include:

- Receiving and answering customer's inquiries and complaints regarding our company's offered services
- Providing high quality and satisfactory instructions and responses to resolve the customer's

CUSTOMER SERVICE OFFICER

Volvo | Westgate Alabang | March 2017 - June 2017

My responsibilities include:

- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Answering customer's inquiries and provides additional support when needed
- Ensuring that the services I offered are to customer's satisfaction and provides professional customer support
- Communicating with customers through various channels

APPRENTICE PRODUCTION OPERATOR

Amkor Technology Philippines | Muntinlupa City | September 2016 - February 2017

My responsibilities include:

- Ensuring that products are in high quality condition
- Properly assembles the goods in a careful manner
- Communicating and coordinating with colleagues as necessary
- Assisting in manufacturing, packaging and others steps along the production line

FOOD ATTENDANT

L Kim Fong Tea House Restaurant & Catering Services | August 2014 - August 2016

My responsibilities include:

Attending to customer's needs

- Communicating and coordinating with colleagues as necessary

Ensuring that the products are to customer's satisfaction

CELLPHONE SELLER

Xtreme Mobile | San Juan, Greenhills | April 2014 - June 2014

My responsibilities include:

- Attending to customer's needs
- Offering/selling high quality products to customers
- Ensuring that the products works well
- Receiving and answering customer's inquiries about the products offered