

MA. CLAIZA JUMAQUIO ALONZO

OBJECTIVE

To apply my skills and knowledge in the field of Business and to join an organization that offers me a positive atmosphere and inspire me to enhance and therefore to innovate the work culture for the betterment of all parties concerned as well as to gain experience for self improvement while contributing to the organization's goals.

CONTACT

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 Paombong, Bulacan – 3001



PROFILE

Language : Tagalog, English
 Citizenship : Filipino
 Civil Status : Single
 Gender : Female

EDUCATION

Bachelor of Science in Nursing
 Bulacan State University
 Malolos Bulacan– Philippines
 June 2007- December 2009

SKILLS

Skills, Knowledge and Abilities

- Computer literate (Word/Excel/PowerPoint/Outlook)
- Good communication skills
- Goal-driven and self-motivated
- Can work without supervision
- Team player
- High attention to details
- Knowledge of customer service practices
- Can-do attitude and ability to think outside the box
- Skilled in handling incoming calls, receive, sorts and routes mails
- Giving prompt and effective response to inquiries
- High level of commitments and initiatives
- Willing to learn new skills and apply in the workplace

EXPERIENCE

TWFG Insurance

Virtual Assistant
 November 2022 – March 2023

Major Tasks:

- Mastering customer file
- Cold caller
- Documentation
- Financial advisor

TELEPERFORMANCE, INC.

Customer Service Representative Feb
 2022 – August 2022

- Manage large amount of incoming phone calls.
- Identify and assess customer's needs to achieve satisfaction.
- Document knowledge as solution articles.
- Collect prompt and accurate customer's feedback.

CANON INC. TAIWAN

Machine Operator/Quality Control
 January 2014 – January 2020

JOLLIBEE FOODS CORP.

Cashier/CSR
 May 2010 - August 2013

I hereby certify that the above information are true and correct to the best of my knowledge and belief.

Ma. Claiza Alonzo
 Applicant