



PERSONAL PROFILE

A highly organized person. Who always take notes, and use a series of tools to help stay on top of deadlines. Keeping a clean workspace and create a logical filing method to be always able to find what is needed. In my last role, this helped increases the efficiency of the department I worked with, and keep the team on track, too for about 70%.

CONTACT DETAILS

- Mobile: 09054349352
- Quezon City, Metro Manila
- glendalegrado@gmail.com

AWARDS & RECOGNITION

- Best in thesis proposal and research w/ grade of 1.90
- Recognized as best facility coordinator during pandemic which was awarded by mayor of Romblon.
- Best employee for 2 consecutive years.
- First employee who got promoted as early as 6 months of probationary period.

ACADEMIC PROFILE

Central Colleges of the Philippines

Bachelor of Science in Architecture

- Awarded "Best Thesis Proposal" with GPA. of 1.90
- Member, United Architects of the Philippines Student Auxiliary

Ramon Magsaysay Cubao High School

- Graduated with honor.
- Member, Fine Arts Club



WORK EXPERIENCE

Construction Supervisor (Project Based Contract)

Freelance January 2021 - Present

- In charged with construction work flow and purchasing of materials and equipment.

Assistant Project Coordinator

Pinctada Ph. Oct. 2020 - April 2021

- Focuses on store renovation

Phone Banker 2

Wells Fargo March, 2016 - April, 2017

- Handled bank accounts based in United States

Quality Analyst

Concentrix Philippines Dec. 2011 - March 2016

- Focuses on quality and improvement of the service.
- Handled different LOBs (Voice, Non Voice & Back Office)
- Check the quality of email and how it was constructed.
- Track and analyze data .
- Do research for customers and agents' interaction.
- Facilitate training for updates.
- Participate calibration and do client's report.

Senior Officer

Concentrix formerly IBM May 2010 - March 2011

- Handled escalations and supervisor calls across LOBs (voice and non-voice account)

SKILLS AND ABILITIES

- Has an ability to communicate effectively and an ability to use positive language.
- Handles deadlines in a timely manner.
- Problem solver through being creative and resourceful.
- Can work with minimal supervision.