



# EMELITA CAUSING ALMOGUERA

## NANNY

+639 6254 71313

almogueraemelita@gmail.com

Blk 38 Lot 2 plains View st Tierra monte sbdv, brgy silangan San mateo, Rizal 1850

### ABOUT ME

A dedicated and experienced nanny with a passion for child care and early childhood education. Skilled in teaching English, preparing meals, assisting with homework, and creating engaging learning activities. Seeking a position where I can provide a nurturing environment and contribute to the development of children while ensuring their safety and well-being.

### EDUCATION

#### Imus Computer College (ICC) - 2003 to 2005

- 2-year graduate with a major in Computer Secretarial
- Developed problem-solving skills related to work activities
- Proficient in tasks such as answering calls, taking messages, and handling correspondence.
- Skilled in maintaining diaries and arranging appointments
- Experienced in organizing and servicing meetings (producing agendas and taking minutes)
- Competent in managing databases
- Effective at prioritizing workloads

#### Secondary Education

##### Paranaque National high School (PNHS) - 1999 to 2003

- Located: Dr. A Santos Ave. Paranaque City

#### Primary Education

##### Sampaloc Site II Elem. School - 1992 to 1999

- Located: Sampaloc Site II brgy BF homes II Sucat Paranaque City

### WORK EXPERIENCE

#### March 2022 - present

##### Airline Reservation (Concentrix Exxa tower)

##### Travel Reservation Agent (Concentrix Spark tower)

- Assist Passengers: Help with check-in, boarding, and answering questions.
- Manage Flight Info: Provide updates on flight times, delays, and gate changes.
- Handle Baggage: Check in luggage, and manage lost or damaged baggage claims.
- Support Reservations: Process ticket bookings, changes, and refunds.
- Ensure Compliance: Follow security and airline policies; protect passenger information.
- Resolve Issues: Address and solve problems related to flight disruptions and passenger concerns.
- Enhance Experience: Offer additional services and gather passenger feedback.
- Collaborate: Work with team members and other airline staff to ensure smooth operations.

#### August 2020 - January 2022 (1 yr & 5 Months)

##### Customer service representative (Sitel Philippines)

- Assist customers with complaints, questions, and concerns by providing accurate and timely information about products and services.
- Actively engage with customers, going the extra mile to enhance their overall experience and ensure satisfaction.
- Maintain detailed and accurate records of customer interactions, process customer accounts, and file necessary documents.
- Follow communication protocols, guidelines, and company policies to ensure consistent.

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## EXPERTISE

- Cleaning techniques
- Attention to Details
- Time Management
- Customer Service
- Organization
- Problem-Solving
- Adaptability
- Communication
- Physical Stamina
- Discretion
- Teamwork
- Self-Motivation
- Hardworking
- Self Discipline
- Ability to adapt and learn new skills
- With Enthusiasm attitude
- Positive and friendly attitude

## WORK EXPERIENCE

### SMASCO RAHA (Saudi Arabia)

#### CLEANERS April 2018 - June 2020

- Thoroughly clean washrooms, shared areas, entrances, and stairwells
- Deliver exceptional customer service while addressing customers' unique needs
- General cleaning and maintenance (i.e. sweeping, dusting, mopping, scrubbing, polishing, cleaning of windows and walls), refuse removal and cleaning of garbage bins daily, toilets, sluices and drains
- following instructions and has a lot of experience in household cleaning and different facilities.

#### Full-time Nanny (Private family Client

#### Hongkong, Hongkong (August 2015- May 2017)

- Cared for children (ages 3 to 8), ensuring their safety and well-being.
- Taught English to help improve their language skills.
- Assisted with homework and school activities.
- Prepared meals and snacks according to their needs.
- Organized fun and educational activities.
- Maintained a clean and tidy home, including laundry and housekeeping.
- Fostered a positive relationship with the children and promoted good behavior.

#### Full-time Nanny (Private family Client

#### Doha, Qatar (August 2012 - October 2014)

- Cared for children aged 3 to 8 years old, ensuring their safety, happiness, and development.
- Taught English to children, helping them improve their speaking, reading, and writing skills.
- Assisted with schoolwork and homework, supporting learning through fun activities.
- Prepared healthy meals and snacks, ensuring the children's dietary needs were met.
- Organized educational and recreational activities to promote creativity and learning.
- Maintained a clean and tidy household, including laundry, cleaning, and organizing.
- Fostered positive relationships with the children, encouraging good behavior and social skills.

## REFERENCES

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Business woman

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