

Johayver Cali Pama

Block 10 Lot 5 Pob. 22-C

Brgy. Piapi Blvd Davao City

Email: joepama07@gmail.com

Mobile No.: 09494856702/09926958953



EDUCATIONAL ATTAINMENTS

College	: Bachelor of Elementary Education : Cali Paramedical College Foundation, Inc. : Mocado Kadingilan, Marawi City. Lanao Del Sur : 2010
Secondary	: Cali Paramedical College Foundation, inc. : Mocado Kadingilan, Marawi City. Lanao Del Sur : 2005
Primary	: Mambuhay Elementary School : Marinaut, Marawi City. Lanao Del Sur : 2001

TRAINING AND EXAMINATION ATTENDED

- Food and Beverage Services NCII
F&B training program given by TESDA
Mindanao State University
College of Hotel and Restaurant Management
April-May 2009
- Massage Therapy Services NCII
Massage Therapy Training Program given By TESDA
Cali Paramedical College Foundation, Inc.
November 2012- March 2013

GENERAL KNOWLEDGE & SKILL

- Computer Skill (Microsoft Words and Microsoft Powerpoint)
- Language Proficiency: English, Tagalog, Bisaya and Meranao

WORKING EXPERIENCE

- **Customer Service Associate**
Full Potential Solution
Diamond Tower Damosa IT Park
JP Laurel, Lanang, Davao City, Davao del Sur
June 2022 - June 2023
- **Sale Representative**
VXI Global Solution Inc.
Felcris Centrale
Poblacion District, Davao City, Davao del Sur
September 2021- June 2022
- **Technical Support Rep**
VXI Global Solution Inc.
Felcris Centrale
Poblacion District, Davao City, Davao del Sur
- **Echat Technical Support Representative**
VXI Global Solution Inc
Felcris Centrale
Poblacion District, Davao City, Davao del Sur
June 2020
- **Technical Support Representative**
Concentrix Davao
Amethyst Building, Damosa IT Park,
JP Laurel Avenue, Lanang, Davao City, Philippines 8000
January 2017-March 2020

ACHIEVEMENTS

- CSA Top 1 KPI Agent for November 2022 - Remitly Davao
- CSA Top 1 QA Agent for September 2022 - Remitly Davao
- TSR Top Agent for December 2020 Fiscal - Comcast Echat Repair
- Top Agent for hitting the Metrics of the month August 2018 - Arlo Security Camera Technical Support
- Outstanding Teacher 2013 - Cali Paramedical Foundation Inc.

REFERENCES

Alderick Lorenzo Magwaling

Team Leader
VXI Centrale Davao City
0930 335 7945

Pol Jayson S. Dagoc

Connectys Davao
Davao City
0912 949 2527

Samem Mohaymen

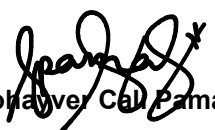
Connectys Davao
Davao City
0926 674 3350

PERSONAL INFORMATION

Age	: 33
Sex	: Male
Civil Status	: Single
Date of Birth	: September 28, 1988
Height	: 5'6
Weight	: 74 kilos
Citizenship	: Filipino
Name of Father	: Jamaluddin S. Pama
Occupation	: Businessman
Name of Mother	: Sorhaida A. Cali

Objective

To apply for a position in the company that will allow me to contribute and widen my knowledge and skills to maintain customer satisfaction through my problem solving skill, customer experience, and product knowledge.


Jonathan Cal Pama