

LEAH ANNE D. DELA CRUZ

#29 Imelda Marcos Barangay, Marcos Highway, Baguio
City, 2600

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JOB OBJECTIVES:

To get employment in a position that would make use of the skills that I have acquired similar, and to seek challenging job in a competitive company. Creates opportunities for career advancement and growth.

SKILLS:

- Customer service
- Effectively meet deadlines
- Excellent communication skills
- Eagerness to learn new knowledge and fast-learner
- Fluent in English and Filipino
- Computer literate
- Confident to deal with people

WORK EXPERIENCES:

PEAK SUPPORT GLOBAL ENTERPRESIS (WORK FROM HOME)

November 08, 2021 - Present

Case Coordinator Associate

1 HR WorkWeek (WORK FROM HOME)

June 30, 2021 - Sept 18, 2021

Virtual Assistant (E-commerce/Dropshipping)

SC Reservations (Philippines) Inc.

October 21, 2019 - January 09, 2020

IHG Building, John Hay Special Economic Zone Camp John Hay, Loakan Road, Baguio City, 2600

Reservation Sales Specialist (InterContinental Hotels Group)

RAREJOB PHILIPPINES INC (WORK FROM HOME)

September 04, 2019

Online English Tutor

BIBO GLOBAL OPPORTUNITY (WORK FROM HOME)

December 7, 2017- June 5, 2019

Online English Tutor

ABC360 PHILIPPINES LTD. CO.

October 24, 2016 - May 14, 2018

B4 Cooyesan Hotel Plaza, Naguilan Rd. Baguio City, 2600

Instructional Specialist (Online English Tutor)

CONVERGYS PHILIPPINES SERVICES CORP.

October 05, 2015 - July 1, 2016

Convergys Building Site 1, Ordonio Dr, Camp John Hay, Baguio City, 2600

Customer Service Representative (EBAY NA SELL)

SITEL PHILIPPINES CORP.

June 26, 2015 - October 2, 2015

Standard factory Building 2, Baguio City Economic Zone, Loakan Road, Baguio City, 2600

Customer Service Representative (Macy's)

CONVERGYS PHILIPPINES SERVICES CORP.

May 27, 2013 - April 27, 2015

7th Floor Glorietta 5 Building Ayala Avenue Corner East Street Barangay San Lorenzo, Makati City, 1224

Customer Support Associate 1 (Guthy Renker CSR)

January 29, 2013- May 26, 2013

Customer Sales Advocate (Shared Guthy Renker- Inbound Sale)

March 07, 2011 - January 28, 2013

Customer Sales Advocate (Shared Direct Response- Inbound Sale)

ACE GLOBAL CONTACT CENTER

April 07, 2008 - Dec 31, 2009

10th Floor One World Square, McKinley Hill, Taguig, 1300

Customer Finance Representative (SPRINT)

VOCATIV SYSTEM INC. (e- PLDT Ventus)

November 05, 2007 - December 31, 2007

1st level Bonifacio Technology Center, 31st St. Corner 2nd Ave, eSquare IT Park,
Bonifacio Global City, Taguig, 1634

Customer Service Representative (Circuit City- Inbound Sale)

PERSONAL INFORMATION:

AGE: 40 Years old

SEX: Female

CITIZENSHIP: Filipino

CIVIL STATUS: Married

EDUCATIONAL ATTAINMENT: College Undergraduate (3rd year)

CHARACTER REFERENCES:

MS. MARY CORDOVA Team Leader

PEAK SUPPORT GLOBAL ENTERPRESIS (WORK FROM HOME)

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MS. ANGELLI BANGOT Co-Associate

PEAK SUPPORT GLOBAL ENTERPRESIS (WORK FROM HOME)

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THIS IS TO CERTIFY THAT THE ABOVE INFORMATION ARE TRUE AND ACCURATE.

LEAH ANNE D. DELA CRUZ

