

SALLY S. ADAMME

Licensed Professional Teacher

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CAREER OBJECTIVE

To continuously expand my knowledge, skills, and experience and contribute to the success of an innovative organization. I am seeking for a challenging role that offers opportunities for professional growth, where I can immerse myself in a dynamic learning environment and work alongside experienced professionals. My goal is to acquire new insights, stay updated with emerging trends, and apply my newfound knowledge to drive impactful outcomes for the organization and personal career advancement.

PROFESSIONAL HISTORY

Grade 2 Teacher and Class Adviser

Westville Christian Academy

December 2, 2019- December 20-2019

- Provide instructional support and maintain classroom management for Grade 2 students
- Implement strategies for differentiating instruction and create engaging learning materials to enhance student learning and meet the diverse learning needs of students.
- Assessed student performance and provided constructive feedback to guide their academic growth.

Local Legislative Staff Employee 1 (JO)

Ifugao Provincial Capitol

January 6, 2020- January 31, 2020

- Address client inquiries about passed proposals, projects, and applications
- Create communication letters and document files
- Participate and coordinate events concerning government projects and local unit affiliations

Customer Service Representative

Teleperformance Philippines

October 12, 2021- September 15, 2022

- Provide peace of mind to customers and providing a high level of satisfaction by addressing customer concerns and inquiries regarding their home security system
- Diagnose and resolve technical issues of customers' equipment through troubleshooting hardware or network issues and resolving them in an efficient manner
- Document all customer interactions, including troubleshooting steps and solutions, for future reference and knowledge base improvement.

Quality Assurance Analyst

Teleperformance Philippines

September 16, 2022- May 31,2023

- Conduct regular quality audits to identify process gaps and ensure compliance with established standards of customer service representatives
- Conduct QA talks, call listening sessions, and feedback sessions to agents and supervisors on quality standards, processes, and best practices

- Prepared detailed reports and documentation on quality metrics, trends, and improvement initiatives for management review.
- Collaborated with domestic and partner sites to rate calls in order to ensure quality alignment
- Provide assistance to agents in order to improve quality of call and achieve monthly metrics

Business Development Manager

Haulla Waste Services

July 17,2023 – November 15,2023

- Offer waste management solutions to small business proprietors and foster positive relationships.
- Conduct preliminary research on business data utilizing company tools and external sources.

EDUCATIONAL HISTORY

Bachelor of Secondary Education (English Major)

Ifugao State University

2015-2019

AWARDS and CERTIFICATES

Cum Laude	Ifugao State University	June 14, 2019
Pre-Service Teacher of the Year	Ifugao State University	June 14, 2019
Speaker and Facilitator	Leadership Training and Team Building	February 25, 2018
Speaker	KiphoJourn Seminar- Workshop	September 8, 2018

SKILLS AND ABILITIES

Oral Communication	Adaptability	Technical Troubleshooting
Problem Solving	Fast Learner	Data Analysis
Computer Literate	Quality Assurance/ Control	

CHARACTER REFERENCES:

Jaizybel A. Tanawe Author Tinoc, Ifugao +63 936 542 6399	Mary Lydia M. de Castro Retired Instructor IFSU Lamut +63 915 088 2549	Herman P. Bugatti Parish Priest Benito, Soliven, Isabela +63 953 433 6475
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DECLARATION

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

SALLY S. ADAMME
Applicant