

Melanie Ramos – Gonzales

Block 22 Lot 21 Daffodil Street Greenpark Villas 2

Barangay Malagasang II C Imus Cavite 4103

09772862757

Email: lanibritt27@yahoo.com

Objective: To avail of my work relating to my ability and accomplished field of studies where my personal and professional capabilities can be further enhanced.

PERSONAL INFORMATION

Date of Birth: May 14, 1981

Place of Birth: Quezon City

Religion: Roman Catholic

Sex: Female

Nationality: Filipino

Civil Status: Married

EDUCATION

Tertiary: De La Salle University – Dasmaringas
Dasmaringas – Cavite
Bachelor of Arts Major in Communication
Year Graduated: 1998 – 2002

Secondary: University of Perpetual Help Rizal
Las Pinas City Year
Year Graduated: 1994 – 1998

Primary: St. Joseph's College
Quezon City Year
Year Graduated: 1989 – 1994

SPECIAL SKILLS AND ATTITUDE

Computer skills, Can speak and write English and Filipino

Hardworking, Trustworthy and Patient

Good Time Management skills

WORK EXPERIENCE

CONTACTPOINT OUTSOURCE SERVICES INC.

31 / Floor Wynsum Corporate Plaza Emerald Avenue Ortigas Pasig City

CUSTOMER SERVICE REPRESENTATIVE (OUTBOUND)

March 2003 – August 2005

Work Description:

- Provides information for US Clients and handle sales for the company

EPLDT VENTUS / SPI GLOBAL SERVICES

222 – 224 N. Garcia Corner Jupiter Street Bel Air Makati City

CUSTOMER SERVICE / TECHNICAL SUPPORT REPRESENTATIVE

March 2006 – October 2010

Work Description:

- Provides customer service, technical service and provide information for satellite service for US Clients (DISH NETWORK)

APAC / EGS / NCO

Araneta Center Cubao, Quezon City

CUSTOMER SERVICE / TECHNICAL SUPPORT REPRESENTATIVE

May 2011 – September 2013

Work Description:

- Provides customer service, technical service and provide information for mobile phone service for US Clients (T-MOBILE)

IQOR PHILIPPINES (DASMARINAS)

SM Dasmарinas Cavite

CUSTOMER SERVICE REPRESENTATIVE

January 2019 – August 2020

Work Description:

- Provides customer service and technical assistance to US Clients for mobile phones (SPRINT)
- Provides customer service for online shopping for customer/ did collection process (FINGERHUT)

References available upon request

MELANIE R. GONZALES

Applicant

Melanie Ramos – Gonzales

Block 22 Lot 21 Daffodil Street Greenpark Villas 2
Barangay Malagasang II C Imus Cavite 4103

Dear Sir/Madam;

Please accept this letter and the attached resume as an indication of my sincere interest in the open job position in your company. I graduated in March 2002 with a degree in Mass Communication and I would like to gain experience in the said job position. While reviewing your website, I was pleased to see that your company offers good compensation and provides a happy environment to their employees.

Throughout my college career, the courses I found most interesting were those involving writing and public speaking. My internship includes reading reports, conducting active research, contacting persons with interest to music. From my coursework and professional experiences, I have developed the researching skills and customer service which I believe this will help me in this kind of job. I was a Customer Service Representative before in a call center company and I believe my knowledge in handling customers will help me in this job.

I am ready to dedicate myself to the company and willing to learn new things. I hope that you will afford me the opportunity to become a member of your team.

Thank you for your time and consideration. I can be reached via phone (09772862757) or email (lanibritt27@yahoo.com).

Sincerely,

Melanie R. Gonzales

Applicant