



Pamela Bianca G. David

PROFESSIONAL SUMMARY

I am an I.T. graduate, had a Bachelor's Degree. I have skills in Microsoft Office, creating a powerpoint presentation, managing data using excel. I have basic skills in Photoshop in editing photos and creating advertising materials. I have experience as a Customer Service Representative in a BPO company for 5 years. This job helps me to be more fluent in English and practice etiquette in handling calls.

CONTACT



0936-6746-623



pamelapamdavid@gmail.com



3435 Matiaga Bagong
Lipunan St. Duquit,
Mabalacat City Pampanga

EDUCATION

Holy Angel University (HAU)

Bachelor of Science in
Information Technology
Major: Web Development

2014 - 2018

SKILLS

- Microsoft Office
- Microsoft Word
- Microsoft Powerpoint
- Microsoft Excel
- Adobe Photoshop
- Adobe Premiere
- Adobe Audition
- Fluent in English
- Conversational Skills
- Call Handling
- Designing and Lay outting
- Social Media Management

WORK EXPERIENCES

Customer Service Representative

September 2018 -
February 2024

TaskUs

- Blended: Chat, Web and Outbound
- We Serve Callers, who deliver food to the consumers of a Delivery Company and help them with their concerns.
- I have handled calling stores to help them with their concern with orders and refunds.
- Investigating bulk groceries or orders if they are delivered and provided to the customer in complete and edible form.

Back Office

- ID Verification
- I am verifying if photos and IDs provided by the applicant are real and legit. We need to avoid AI and fake photos and IDs.

On the Job Training

June-September 2017

MVP Asia Pacific Inc.

- SEO:
- We helped the company to rank its website, with the help of SEO; we successfully made its social media ranked at the first page also its website.
- Data Mining:
- We are asked to search on a certain website and get information.
- Graphic:
- We created a storyboard for the AVP of the company.

CHARACTER REFERENCE:

- Ma. Fatima Tiongson / Team Leader / TaskUS / 09946675230 / maruyamafatima@gmail.com / ma.tiongson@taskus.com
- Francis Elmer Abu / Operations Manager / TaskUS / 09157797978 / franciselmerabu@gmail.com
- Louella Manarang Salenga / Thesis Adviser Instructor / Holy Angel University / 09173032290 / mlsalenga@hau.edu.ph