



NONA MAY SELIBIO

PROFILE


With more than 7 years in the BPO industry, I've become a seasoned customer service pro and a capable leader.

Together with my team, we've grown into experts in our field. I'm driven by a passion for helping others succeed, and I love seeing both my colleagues and myself thrive in this fast-paced industry. I would love to learn new things as I embark on this journey of growth and success!

CONTACT ME

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 Blk 1 Lot 22 New York Street Phase 2 Highview Hills Subd., Sampaloc, Apalit, Pampanga 2016

➤ EDUCATION

SAN SEBASTIAN COLLEGE

RECOLETOS-MANILA

Bachelor of Science in Tourism

Undergraduate

2002-2003

COLEGIO SAN JOSE DE ALAMINOS -

SECONDARY EDUCATION

2001-2002

➤ LANGUAGE

English

Tagalog

➤ WORK EXPERIENCE

Ttech Philippines

Customer Care Team Leader

2019-2025

- To oversee and guides a team to ensure effective performance, meeting targets, and maintaining high standards of quality and customer service. This role involves managing day-to-day operations, providing support and coaching to team members, and fostering a positive and productive work environment.

Customer Care Representative (Agent)

2016-2019

- To understand their needs, and provide solutions that leave them satisfied and valued. understand their needs, and provide solutions that leave them satisfied and valued.

DUSIT THANI MANILA

Room Attendant

2005-2009

SKILLS

- Problem-solving
- Coaching and Mentoring
- Adaptability
- Conflict Resolution
- Customer Focus
- Emotional Intelligence