

BERNADETH AGLIAMO

CATACUTAN

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A 2059 Blk.3 South
Daang bakal, Dau
Mabalacat Pampanga

OBJECTIVE

- To use my skills in the best possible way for achieving the company's goals.
- TO OBTAIN MORE KNOWLEDGE FOR GROWTH AND ADVANCEMENT AS AN ASSET.

EXPERIENCE

August 2023 – Present

Performance Development Driver (Supervisor)
EASTWEST BPO Phils. Inc.

Dolores Intersection, Jose Abad Santos Ave., San Fernando
Pampanga 2000

- Checking/Monitoring queues
- Conducting coaching and individual performance update per Agent
- Generate system hours and Billable hours

February 2022 – August 2023

Executive Services
Specialist II

Remote Employee BPO Phils.

Brgy Saguin, Baliti San Fernando Pampanga 2000

- Checking/Monitoring queues
- Conducting coaching and individual performance update per Agent
- Checking consumers/leads that needs to do follow up the next day.

April 2019 – Feb 2022

Executive Services Specialist I
Cloudstaff Philippines Inc.

B4, 3rd floor SM City Clark, BPO Bldg. 4 I.T. Park, M.A. Roxas HI way,
Brgy. Malabanas Angeles City Pampanga 2009

- Catering outbound and inbound calls
- Responsible for doing a follow-up call on a past due account
- Process payment and payment arrangements over the phone

EDUCATION

COMPUTER PROGRAMMING

Associate Graduate

**DATAMEX INSTITUTE OF
COMPUTER TECHNOLOGY**

San Fernando, Pampanga

2009-2011

**Sapang Biabas Resettlement
High School**

Mabalacat, Pampanga

2005-2009

KEY SKILLS

- EFFECTIVE TIME
MANAGEMENT
- GOOD WORK
COLLABORATION
- TEAMWORK
- COMPUTER LITERACY
- CRITICAL THINKING

AWARDS

- EMPLOYEE OF THE MONTH
- LEADERSHIP AWARD
- BEST PERFORMER AWARD

July 2015 – March 2019

Collection Specialist

RMS COLLECT PHILS. (An iQor Company)

BPO Tech Hub Bldg., SM Clark, Malabanas,
Angeles City Pampanga 2009

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- Process payment and payment arrangements over the phone