**Eleanor Rivera**

51- A Litengst.Pacdal Baguio City

Elaine\_674@yahoo.com.ph ● 09194907245

**Work Experience:**

1997- 2003 Nestle Food Service Sales Rep

2003-2004 Teacher- Holy Infant Jesus Study Center High School Dept.

 Chemistry, Biology and Earth Science

2005-2006 College Instructor – Gordon Colleges

 General Inorganic Chemistry, Food Chemistry, Natural Sciences

2006-2007 English Teacher

 Alashan City Inner Mongolia, China

2007-2014 Call Center Team Leader

 -Sitel Baguio, Baguio City

Oct 7, 2014- Oct 2015 51Talk English School (Chinese)

Jan 2016- present Talk915 English School (Chinese)

July 22, 2014- present English Tutor Rare Job ( Japanese

 ***Skill and Knowledge:***

* Proper phone etiquette;
* Ability to speak and write clearly and accurately;
* Demonstrated proficiency in typing and grammar;
* Knowledge of relevant software computer applications and equipment;
* Knowledge of customer service principles and practices;
* Effective listening skills;
* Willingness to co-operate with others and work to the greater good;
* Multi-tasking capabilities
* ***Competencies:***
* Exemplary Attendance and Punctuality
* Maintains effectiveness when experiencing major changes in personal work tasks or work environment; adjusts effectively to work within new work structures, processes, requirements, or cultures.
* Focuses and guides self and team members in accomplishing work objectives.
* Interacts with others in a way that gives them confidence in one’s intentions and those of the organization.
* Clearly conveys and receives information and ideas, through a variety of media, to individuals or groups in a manner that engages the audience, helping them understand and retain the message, and permitting response and feedback from the listener.
* Makes customers and their needs a primary focus of one’s actions; developing and sustaining productive customer relationships.
* Establishes proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits.
* Maintains stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.
* Possesses, acquires, and maintains the technical/professional expertise required to do the job effectively and to create effective customer solutions.  Technical/professional expertise is demonstrated through problem solving, applying technical knowledge, and product and service management for the functional area in which employee operates.
* Actively appreciates and includes the diverse capabilities, insights, and ideas of others and working effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.

**Education:**

 BS Medical Technology March 1991-1996

 University of Baguio (graduated)

Professional Education Units (36 units) June 2003

 Holy Infant Jesus Study Center

**Character References:**

Edelinda Jaurigue 09165502490

Operations Manager

Sitel Baguio

Reynaldo de Guzman 09179616229

Coach

Sitel Baguio