



ALOHA

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WORK EXPERIENCE

CORPORATE TRAINER

Foundever Asia | February 2024 - Present

- Conducts training for new hires, develops and enhances training modules, manages online classrooms, and designs micro-learning initiatives to address specific skill and knowledge gaps.

CORPORATE TRAINER

ContactPoint 360 | April 2023 - February 2024 (11 Months)

- Facilitated onboarding training, created instructional materials for skill enhancement, and implemented training programs aligned with organizational learning goals.

FINANCIAL ADVISER

Synchrony Global Services | May 2021 - January 2023 (1 Year, 9 Months)

- Assisted customers with billing concerns, provided financial education, and ensured customer satisfaction through effective communication and service resolution.

CONCIERGE

Accenture | October 2020 - March 2021 (6 Months)

- Delivered step-by-step technical support, identified and resolved client issues efficiently, and ensured positive customer experience.

COLLEGE INSTRUCTOR

Professional Academy of the Philippines | June 2019 - April 2020 (11 Months)

- Developed curricula for ESL programs, created marketing strategies targeting foreign students, and contributed to program growth and profitability.

PROJECT AND MARKETING OFFICER

Filipino Homes Real-Estate Agency | March 2019 - Present

- Managed real estate transactions, coordinated vendor and client communications, maintained property records, and organized client events and marketing initiatives.

FREELANCE REALTY SALES AGENT

Primary Structures Educational Foundation Inc. | June 2017 - February 2018 (1 Year, 9 Months)

- Prepared instructional materials, led seminars and workshops, evaluated student performance, and handled course design and assessment.

SKILLS/AREAS OF EXPERTISE

- Design Thinking & Problem-Solving
- Training Design & Delivery (New Hire & Corporate Programs)
- Curriculum Enhancement & Microlearning Development
- Computer Literacy & Online Learning Facilitation
- Project Management & Coordination
- Strong Communication & Presentation Skills
- Learning Needs Assessment & Gap Analysis
- Coaching & Mentoring for Employee Development
- Team Collaboration & Cross-Functional Support

TECHNOLOGY

- Microsoft Office (Word, Excel, PowerPoint, Outlook)
- Canva
- Google Suite (Docs, Sheets, Slides, Gmail, Drive, Calendar)
- Learning Management Systems (LMS)
- Zoom
- Google Meet
- Microsoft Teams

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WORK EXPERIENCE

COMMUNICATION TRAINER

Cebu Globalization ESL Inc. | April 2015 – October 2015 (7 Months)

- Delivered training for foreign ESL learners, enhanced teaching modules, and introduced micro-learning design to improve language proficiency.

CUSTOMER CARE SPECIALIST

Convergys Philippines | Sept 2005 – Mar 2008 (2 Years & 6 months) & May 2010 – Nov 2010 (6 Months)

- Provided inbound customer support, resolved technical issues, handled policyholder concerns, and executed post-call follow-up tasks for issue resolution.

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