

Cherie May Dorimon

Greenfield, Banilad, Mandaue City

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OBJECTIVE:

To look for an opportunity where I can develop my potentials and contribute to the success of your company through embracing and practicing quality work.

EDUCATIONAL ATTAINMENT:

1999 - 2004	Bachelor of Arts Major in History Mindanao State University- Iligan Institute of Technology Tibanga, Iligan City Tertiary Education
1995 – 1999	Sacred Heart High School Acmac, Iligan City Secondary Education
2000 - 2001	Iligan City East Central School Tambo, Iligan City Primary Education

TRAINING AND SEMINARS ATTENDED:

September 27, 2008	<i>Agent Capability Enhancement Training</i> <i>People Support and Expedia.com</i> <i>IT Park Lahug, Cebu City</i>
February 14, 2007	<i>World Class Customer Service Personality</i> <i>People Support- Cebu</i> <i>IT Park Lahug, Cebu City</i>

PROFESSIONAL WORK EXPERIENCE:

Customer Service Representative
Optum
May 08, 2019 - Present

Customer Service Representative
Convergys- Concentrix
June 15, 2017- May 2019

Customer Service Representative
Sykes
September 20, 2014- June 7, 2017

Customer Service Representative
Convergys Inc. Phil.
September 20, 2012- June 15, 2014

Technical Support and Customer Retention Agent
Qualfon Contact Center
March 26, 20012

Customer Service Representative
Aegis People Support
February 15, 2007 to March 15, 2012

SKILLS/ ATTITUDE:

- Communications – Good written and verbal presentation skills. Use proper grammar.
- Interpersonal Skills – Able to get along well with co- workers and accept supervision. Can easily get along with the working environment.
- Flexible – Willing to try new things and interested in improving efficiency on assigned tasks.
- Hardworking, responsible and willing to learn.

PERSONAL DETAILS:

Age:	41
Gender:	Female
Birth Date:	March 09, 1982
Place of Birth:	Iligan City, Philippines
Status:	Married
Height:	5'2
Religion:	Roman Catholic
Name of Spouse:	Greggy Dorimon
Name of Child:	Peter James Dorimon

CHARACTER REFERENCE:

Mr. Lito Bolotano
Team Lead - Operations
Aegis People Support

Mr. Armand Penaranda
Team Lead - Operations
Aegis People Support

Ms. Sheryl Albarracin
Team Lead - Operations
Sykes

Mr. Jake Jao
Team Lead Concentrix

Ms. Ruffa Baricuatro
Team Lead Concentrix

I hereby certify that the above information and data that I have given above are true and correct.

Cherie May Dorimon