



Rouel Avella Quibuyen

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09178625638

Present Address:

District 3, San Manuel, Isabela, San Manuel 3317, Isabela,
Philippines

Basic Information

Age 31	Birth Date Oct 25, 1991	Gender Male	Civil Status Single
Height (cm) 167.64	Weight (kg) 75	Nationality Filipino	Religion Christianity - Catholic

Work Experience

I have been working for 8.9 years

Jun 2017 - Jan 2023
(5 Years, 8 Months)

Classroom Teacher

Philippine Yuh Chiau School
Education & Training Services
Cabatuan, Isabela

- Taught English and Social Sciences subjects.
- Evaluated and wrote reports on students' performances.
- Managed classrooms and helped students cope with their learning deficiencies.
- Conducted remedial classes whenever needed.

Apr 2016 - Feb 2017
(10 Months, 4 Weeks)

Customer Service Agent

Stellar Philippines
Call Center / IT-Enabled Services / BPO
Quezon City, MM

- Received international calls especially from the UK and Australia.
- Processed bookings and reservations for cruises
- Helped customers to process cancellations of their reservations if and when there are unprecedented circumstances.
- Helped customers get their refunds by taking charge of the refund process.

Mar 2016 - Aug 2016
(6 Months, 9 Hours)

Customer Service Agent

Sitel Philippines
Call Center / IT-Enabled Services / BPO
Quezon City, MM

- Received international calls especially from the UK and Australia.
- Processed bookings and reservations for flights.
- Helped customers to process cancellations of their reservations if and when there are unprecedented circumstances.
- Helped customers get their refunds by taking charge of the refund process.

May 2015 - Feb 2016
(9 Months, 4 Weeks)

Customer Service Agent

Sykes Asia, Inc.
Call Center / IT-Enabled Services / BPO
Mandaluyong City, MM

- Received international calls especially from the Americas.
- Processed bookings and reservations for hotels, flights, cruises, and car rentals.
- Helped customers to process cancellations of their reservations if and when there are unprecedented circumstances.
- Helped customers get their refunds by taking charge of the refund process.

Jun 2014 - May 2015
(11 Months, 4 Weeks)

Classroom Teacher

La Salette of San Mateo, Inc.
Education & Training Services
San Mateo, Isabela

- Taught English and Social Sciences subjects.
- Evaluated and wrote reports on students' performances.
- Managed classrooms and helped students cope with their learning deficiencies.
- Conducted remedial classes whenever needed.

Educational Attainment

Jun 2010 - Apr 2014

Our Lady of the Pillar College-San Manuel

Bachelor's / College Degree
Bachelor in Secondary Education major in English

Aug 2018 - Jan 2023

Isabela State University

Post Graduate Diploma / Master's Degree
Masters of Arts in Teaching Language and Literature

Licenses / Certifications

May 05, 2020

TEFL Professional Development Institute
15204706PE

May 22, 2015

Professional Regulation Commission
1390205

Government Documents

Passport

ID Number: P8690394B
Place of Issue: DFA Santiago City
Date of Expiration: Jan 11, 2032

NBI Clearance

ID Number: Q150JRZL19-R2230270
Date of Expiration: Dec 18, 2023