







MARICAR BACULO

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PROFILE

I use my learned skills and techniques from my past experience as customer service representative and data encoder plus the knowledge in medical field to help clients reach their target goal in their respective general field.

PERSONAL INFORMATION

Age: 22
Date of Birth: June 17, 2000
Gender: Female
Civil Status: Single
Citizenship: Filipino
Height: 4'11 ft.
Weight: 47 kg.
Religion: Born Again Christian

TOP SKILLS

1. Inbound Customer Service
2. Audio Transcription
3. Office Assistant
4. Medical Assistant
5. Data Annotating
6. Data Encoding
7. Java Programming
8. Events Management Services
9. Basic Graphic Design (Canva)
10. Microsoft Office 2010-2019, 365
11. Typing Speed of 50-55 wpm

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE *Sitel Philippines*

July 2018- July 2019

- CSR and TSR
- Worked as a sales, retail and marketing specialist for SEARS company for 6 months and got transferred to technical support team for the same company for 6 months as well.
- Became a top agent for 3 consecutive months hitting the metrics and client requirements.

DATA ANNOTATING - AUDIO TRANSCRIPTIONIST *THOTH AI Innovation*

April 11, 2022- October 16, 2022

- Worked as an audio transcriptionist for a project-based account (international)
- As a data annotating specialist and audio transcriptionist, I am responsible for transcribing the content of a recorded audiovisual or audio file into an understandable word file.
- This field allows me to have excellent typing skills and keen hearing. It requires me great accuracy and a commitment to producing a written document of high quality.

EDUCATION HISTORY

Tertiary Education

Trinity University of Asia

Aug 2021- June 2022
Bachelor of Science in Pharmacy

Centro Escolar University

Aug 2019- March 2021
Bachelor of Science in Pharmacy

Secondary Education

Holy Infant Academy

June 2016- April 2018
Science Technology, Engineering and Mathematics
Senior High School- Basic Education

Canubing National High School

June 2012- April 2016
Junior High School- Basic Education

Primary Education

Canubing 1 Elementary School

June 2006- April 2012

TRAININGS ATTENDED

Programming (JAVA) Blended Training

June 13, 2022- July 16 , 2022

-develop and create databases, systems, management case diagrams, coding syntax
-a training where I gained National Certificate III under TESDA program, equipped me with skills for programming apps and websites for software and online tools

ClairVoyance Basic Call Center and ESL Tutor Virtual Training

June 06, 2022- June 10, 2022

-gained expertise with the basic foundation and practice skills in a BPO setting
-a virtual training that also taught me how to become an effective ESL tutor equipping me to fully master teaching

Website Development

Nov 4, 2021 - Nov 21, 2021

-Technical Education and Skills Development Authority (TESDA) with National Certificate III

-Trained for web designing and web development thru wordpress.com, Php, html.

Pharmacy Online Training and Seminar on Research 2020

November 17, 2020

- Trained and taught about medical challenges in the field of pharmacy and how pandemic could hinder the success of healthcare system

-Was able to gain expertise in the field of pharmacy research yielding medical success.

TOOLS

- Ciboodle
- Zendesk
- Google Spreadsheet
- Avaya
- Slack
- Canva
- Adobe Photoshop
- PicsArt
- ProShow Editor
- Exmail
- Excel
- Calendly
- TCS
- Microsoft Office
- Netbeans 8
- IDE
- Kronoss
- Lark
- Outlook

CHARACTER REFERENCES

Dr. Bishop Oilegor Melendrez

Head Pastor

FBC-Phils. Int'l Christian Ministries. Inc.

Calapan City

Mobile No.: +639-3961-00190

Marife P. Melendrez

Secondary Teacher III

Canubing National High School

Mobile No.: +639-506319551

Kia Marbella

Customer Service Representative

Mobile No.: +639-4535-23420

CORE VALUES

As values are equally important as other technical skills, my core values are God-centeredness, integrity, love, and respect.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.



MARICAR M. BACULO

Applicant