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| LORICZA MAE L. ROMAY  B19 L3 Barangay Dacon G.M.A. Cavite [loriczamaeromay@gmail.com](mailto:loriczamaeromay@gmail.com)  +63 945 – 581 - 6453 | |
|  | **PERSONAL INFORMATION** |
| **EDUCATIONAL BACKGROUND**  College National College of Science and Technology Dasmariñas, Cavite | Gender Female  Date of Birth December 17, 1993  Place of Birth Pasay City  Age 28  Nationality Filipino  **SKILLS AND QUALIFICATION** |
| **CHARACTER REFERENCES** | * Undergraduate, Bachelor of Arts major in Communication Arts * Possess excellent communication and inter-personal skill * Excellent writing and communication skills. * Leadership skills and goal oriented. * Accomplish tasks in a timely manner and can work well with others. * Versatile and multi-skilled person. * Willing to be train and work on rotating schedule. |
| **Razel Melitante**  **Manager**  Nihon Houzai Laguna Corporation  0917-550-3855  **Lawrence James Ramos**  **Operations Manager Trainee**  Concentrix Nuvali  09089665888  **SEMINARS AND TRAINING ATTENDED**   * ***English Language Proficiency*** * ***Developing Speech and Personality***   Power skills Technical Center of Cavite  3rd floor LKC Bldg. Don P. Campos Ave, Zone 4, Dasmariñas City, Cavite, Philippines | **WORK EXPERIENCES**   * **SITEL** **(former Sykes Asia )**   ***Customer Service Agent*** – **Verizon wireless** managed and troubleshoot customer mobile services.  10th Floor, Glorietta 1 BPO Office Tower  Ayala Center, Makati City 1226 Philippines  September 16, 2021 – November 28, 2021   * **Convergys (now Concentrix)**   ***Customer Service Representative* – DirecTV** satellite account handled billing disputes and inquiries, provide assistance with technical concern and help with digital assistance  Blk. 44 Alabang- Zapote Road, Northgate Cyberzone, Muntinlupa City,Metro Manila, Philippines  July 2016 - Feb 2018  ***Recognition award for defining excellence in everyday performance.***   * **iQor**   ***Customer Care Representative*** - **MetroPCS (Metro by T-Mobile)** managed customers Billing and General Inquiry  3rd floor, SM Dasmariñas, Governors Drive, Barangay Sampaloc 1, Dasmariñas City, Cavite Philippines 4114 |
|  | July 2014 – May 2016 |
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