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| LORICZA MAE L. ROMAYB19 L3 Barangay Dacon G.M.A. Cavite loriczamaeromay@gmail.com+63 945 – 581 - 6453 |
|  | **PERSONAL INFORMATION** |
| **EDUCATIONAL BACKGROUND**College National College of Science and Technology Dasmariñas, Cavite | Gender FemaleDate of Birth December 17, 1993Place of Birth Pasay CityAge 28Nationality 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.
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| **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 Cavite3rd 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 TowerAyala 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, PhilippinesJuly 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 Inquiry3rd floor, SM Dasmariñas, Governors Drive, Barangay Sampaloc 1, Dasmariñas City, Cavite Philippines 4114  |
|  | July 2014 – May 2016 |
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