



# BRYAN B. CADAGUE

Zone 4, Mananao, Tinambac,  
Camarines Sur, Philippines 4426  
09301866571  
bryancadague@gmail.com  
cadagueb@gmail.com

## ABOUT ME

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Dependable employee seeking opportunity to expand skills and contribute to company success. Considered hardworking, ethical, and detail-oriented.

## SKILLS & PROFICIENCIES

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- Problem Solving
- Positive and professional
- Strong communication
- Paperwork processing
- Flexible

## CERTIFICATION & VOLUNTEER WORK

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Plastic Bank Philippines  
Volunteer  
Naga City, Camarines Sur  
2021-Present

17th Bicol Tourism Congress  
Naga City, Camarines Sur  
2021

Naitas Travel Show  
Naga City, Camarines Sur  
2021

## WORK HISTORY

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Customer Service Representative  
Sutherland Global Services  
*April 2020-December 2020*  
*February 2019 to Present*

- Answered customer questions about policies and procedures with a friendly and knowledgeable approach.
- Investigated and resolved customer concerns related to order inquiries and delivery tracking.
- Maximized satisfaction by anticipating needs and consistently offering expert support.
- Handled inbound and outbound calls, emails, chats, and escalations.

Freelancer  
Agents Only- Dominos Pizza  
April 2021-September 2021

- Take orders from the customer.
- Resolving customers' concerns such as cancellation, refund, and amendments.
- Tracking orders.

## EDUCATIONAL BACKGROUND

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Mariners Polytechnic Colleges, Inc.  
Panganiban Drive, Naga City.  
Bachelor of Science in Tourism Management.

## REFERENCES

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Mr. Nicolas B. Belo  
Brgy. Captain

Kevin O Abiog  
, LPT Program Chair Hospitality Management  
Mariner's Polytechnic Colleges, Inc

Mr. Lewis Boni  
Tourism Program Head  
Mariners Polytechnic Colleges, Inc.

## ORGANIZATIONS

Hoteliers Club  
President  
Naga City Camarines Sur

Mariners United Society of Tourism  
Internal Vice-President  
Mariners Polytechnic Colleges, Inc.  
Panganiban Drive, Naga City

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

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Applicant's Signature