

JESTINE MAE J. TAN, LPT

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📍 132 Gen. Tinio St., Alley 5, Brgy 132 Bagong Barrio, Caloocan City, 1400



ABOUT ME

Passionate, dedicated, and goal-oriented professional with over a decade of experience excelling in her career. Now seeking new opportunities and challenges to foster holistic growth, expand her horizons, and deepen her understanding of herself.

CERTIFICATES/LICENSE

Teaching English as a Foreign Language Certificate (TEFL)

Certification: July 27, 2024

Licensure Exam for Professional Teachers (LPT)

Professional Regulation Commission

Exam taken on: March 17, 2024

Rating: 81.40%

Civil Service Examination Professional Level

Civil Service Commission

Exam taken on: August 5, 2017

Rating: 81.99%

EDUCATION

Master of Arts in Education major in Educational Management

University of Caloocan City

August 2024-present

Certificate of Teaching Program 18 units of Education

Central Colleges of the Philippines

June 2023 - October 2023

Bachelor of Arts in English major in Broadcast Journalism

University of Caloocan City

SY 2009-2013

RECENT TRAININGS

Basic VA Training Program

KY Customer Management Training

Services Inc - Clairvoyance

Completed 2-week Training awarded on September 5, 2023

Korean Language Training

KY Customer Management Training

Services Inc - Clairvoyance

Completed 5-week Training awarded on March 22, 2022

SKILLS

- Strong communication skills
- Advanced knowledge in technology
- Highly trainable and adaptive
- Effective and efficient
- Organized and strategic
- Team lead and team player

Other skills:

- Can do hosting/emceeing (formal/casual)
- Can pull off events
- Can do contents and voice overs
- Can do simple presentations
- Can read and write Hangeul

WORK EXPERIENCES

ESL Online Tutor

December 2023 - present

Weblio Philippines | Makati City (WFH)

- Online tutor task: teach Japanese students online (via booking method)

Customer Experience Agent

January 2024 - May 2024

Alorica Teleservices | Quezon City

- Customer Service tasks: attend to international calls related to service provided by the clients (telco)

Senior In-house Editor

July 2014 - September 2023

Dreambooks Publication | Manila

- Proofreading tasks: edit educational materials such as textbooks, workbooks, activity books, manuals, and the like in terms of grammar and format as well as create activity books from scratch;
- Administrative tasks: safekeep of documents (both hard copies and soft copies), process government contributions (SSS, PHIC, HDMF, BIR), process annual requirements for bidding (NBDB, PHILGEPS, BIR, PERMIT, DTI);
- Marketing tasks: accept orders from agents and make their Statements of Accounts;
- Customer Service tasks: attend to phone calls and inquiries from clients and agents then provide possible solutions;
- Social Media Marketing tasks: create content for the company's YouTube video channel, make sure that proper schedule of contents were followed, record voiceovers for the content in the company's YouTube channel; and
- Executive Assistant tasks: update the owner of the company/immediate supervisor on the daily situation of the company as well as colleagues' projects.

Support Specialist

February 2014 - April 2014

VXI Global Holdings BV | Quezon City

- Customer Service tasks: attend to international calls related to service provided by the clients (financial)

Client Service Rep

September 2013 - December 2013

BDO Unibank Inc | Makati City

- Customer Service tasks: assist client with various bank transactions.

Support Specialist

April 2013 - June 2013

Startek Co. LTD | Makati City

- Customer Service tasks: attend to international calls related to service provided by the clients (cable)

This is to confirm that all information stated above is true and correct to the best of my knowledge and intentions.

Jestine Mae J. Tan
Applicant