

JANA ANALYN NELLASCA

Address: Block 23 Lot 46 Atis Street Clupa, Calauag, Naga City
+639693566149

jananellasca@gmail.com



JOB OBJECTIVE:

Seeking to utilize excellent communication, interpersonal, and organizational skills to complete tasks. Reliable with a good work ethic and the ability to quickly adapt to new tasks and environments. Ambitious individual with strong organizational and multitasking skills, as well as an aptitude for technology. Ready to apply knowledge and skills to any challenge.

SKILLS:

- Computer Literate
- Customer Service
- Time Management
- Creative, Flexible and Hardworking
- Good in Filing and Organizing
- Resilience
- Patience and Empathy
- Easy Learner

STRENGTHS:

- Enthusiastic and hardworking
- Possess Positive Attitude
- Responsible towards work
- Self-motivated and directed

JOB EXPERIENCE:

Customer Support Representative -Voice and chat support (Rent-A-Center)

October 2023 - February 2025
Sutherland Global Services Inc. Pili Camarines Sur

Customer Support and Sales Representative – Voice (Tripadvisor)

January 2022 – August 2022
Sutherland Global Services Inc. Pili Camarines Sur

Customer/Tech Support and Sales- voice (TMobile)

September 2022- September 2023
Sutherland Global Services Inc. Taguig

Sales Representative- (outbound calls)

January 2017 - April 2018
DigitalMinds BPO

EDUCATIONAL ATTAINMENT:

Bachelor of Science in Food Technology – CSPC Naga Campus (BISCAST)
Call Center Management and Services NC2 Passer- Global IT
Completed coursework towards Secondary Education at Camarines Sur National High School

CHARACTER REFERENCE:

Roel I. Sabalboro
09989690436
General Manager
Sutherland Global Services Inc.

Rene Chavez
09171403325
Team Manager
Sutherland Global Services Inc.

Dan Madrid
09467283940
Associate Manager
DMI

Lani Serrano
09171321837
Team Manager
Sutherland Global Services Inc.

PERSONAL BACKGROUND

Age: 33 Years Old
Date of Birth: June 22, 1991
Place of Birth: Naga City, Camarines Sur

I do hereby certify that the above information is true and correct to the best of my knowledge and belief. I authorized the institute to verify these and any information pertaining to this resume.