



# MELISSA SACDALAN

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Blk18 Lot29 Eastwood  
Residences Phase 4 San  
Isidro Rodriguez Rizal 1860  
Ph

## Education

### Tertiary

- Bachelor of Science in Information Technology
- 2008 - 2009
- Don Honorio Ventura Technological State University

### Secondary

- San Juan High School
- 2005-2008

### Primary

- San Juan Elementary School
- 2000-2005

## SKILLS AND QUALIFICATIONS

- Communications Skills
- Computer Skills
- Time Management Skills
- ABAY's Support
- Kindle trained
- Chat support
- Store card support

## Language

- English
- Filipino

## Profile

To obtain a position in a field that would utilize and maximize my knowledge and skills, would provide opportunities for personal and Professional growth and would broaden my perspective to be a part in the achievement of the company's objective.



## Work Experiences

2024

-

2025

### Iptech

Tele Operator

- Working with the wider development team.
- Appointment Setter
- targeting sales goal
- Cold Calling

2015

-

2020

### Alorica

Customer Service Representative

- Working with the wider development team.
- addressed client concerns, processed requests, and ensured customer satisfaction.

2010

-

2012

### Sm Megamall

Sales Clerk

- resolving issues efficiently, and meeting performance metrics like call handling time and customer feedback scores.



## References

### Allaine Indiana

Team Manager

Phone: #0922-936-6655

### Haidee Luntabo

Customer Service  
Representative

Phone: #0929-700-1023