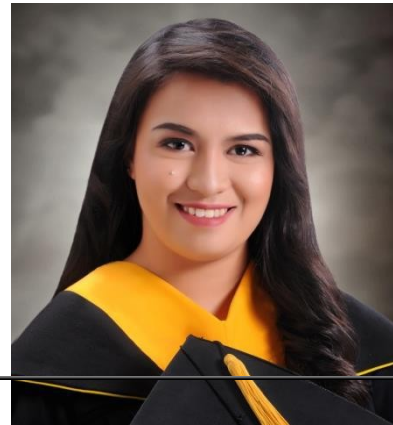


**Ma. Angelica Cavalida, BSBA**

Address: Hor Al Anz Family Residence, Diera, Dubai, UAE

Mobile No.: +971 50 953 0725

Email Add: [ma.angelicacavalida@gmail.com](mailto:ma.angelicacavalida@gmail.com)



## **CAREER OBJECTIVE**

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To be a part of a dynamic company that allows me to develop professionally and challenge my capabilities to make a positive and meaningful contribution to the organization.

To maximize my skills and knowledge in terms of marketing management.

## **PROFFESIONAL EXPERIENCE**

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### **Customer Care Associate IV**

Continuum Global Solutions under Verizon Wireless Telecommunication Company

Cebu Business Park, Cebu City, Philippines

18 February 2019 to 16 February 2020

- Help US customers on their wireless or mobile service needs.
- Billing consultant on their wireless postpaid accounts.
- Assist them to resolve their purchase, device and service issues.

### **Web Administration Staff**

Mandaue Foam Industries, Inc.

Hernan Cortes, Mandaue City, Philippines

07 October 2018 to 21 January 2019

- Assist and help customer and concerns through their Facebook page, Messenger App from Facebook, Live Chat which is sync on their website and through email.

### **Customer Management**

Convergys Corporation

TGU Tower, Cebu City, Philippines

08 February 2016 to 06 October 2018

- Technical Troubleshooting on customer's phone and internet concerns.
- Assist customer's concerns and inquiries.
- Selling our cable, phone, internet and home security service to the eligible customers.

## EDUCATIONAL BACKGROUND

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### **Bachelor of Science in Business Administration Major in Marketing Management**

School: University of San Carlos

Address: Cebu City, Philippines

June 2012 to April 2018

## TRAINING and SEMINARS

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### **1st Student HRDM Convention**

05 – 06 September 2013

Cebu City, Philippines

### **3rd Student Marketing Convention**

19 – 20 September 2013

Cebu City, Philippines

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### **On -the-Job Training**

June 2017- Oct 2017

### **2nd COMEPP Regional Convention**

29 November 2013

Cebu City, Philippines

### **2nd Student FINANCE Convention**

28 February – 01 March 2014

Cebu City, Philippines

### **TESDA VII Provincial Office – Cebu**

**Supervisor:** Ms. Doreen Ungui, TESD Specialist II UPTRAS

#### **Job Description:**

- Assist my supervisor to ensure the compliance of Technical Vocational Institutions (TVIs) with the minimum requirements as prescribed under the promulgated training regulation is acquired.
- Assist in preparing meetings and seminars to TVIs.
- Sending emails for compliance audit to TVIs.

Oct 2017- March 2018

### **USC- SBE TESDA Training and Assessment Center**

**Supervisor:** Grace Marie V. Lape, USC- SBE TESDA President/ EXRM Cluster Head

#### **Job Description:**

- Assist new applicants who want to take assessments on USC- TESDA offered programs.
- Assist my supervisor in making PowerPoint presentations regarding bookkeeping for the senior high students.
- Processing program registration applications for Customer services NC II, Event Management services NC III; Tourism Promotions services NC II; Travel Services NC II. Make sure all the list of tools, equipment and training facilities for the programs is acquired for UTPRAS registration and compliance.

## PERSONAL INFORMATION

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Nationality : Filipino (Philippines)  
Date of Birth : 24 October 1995  
Status : Single  
Language : English, Tagalog, Cebuano  
Visa Status : Visit Visa  
Availability : Immediate Availability

## REFERENCES

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Available upon request.