



ETHYL RIVERA UDARVE
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EDUCATIONAL BACKGROUND :

Bachelor of Science in Technology Communication Management

University of Science and Technology of Southern Philippines
C.M. Recto Avenue, Lapasan, Cagayan de Oro City

Cagayan de Oro National High School

8th-2nd Sts. Nazareth, Cagayan de Oro City
Science Class Curriculum

Research Conducted

Exploring the Effects of Online Games to Socialization among Children

Thesis Leader

University of Science and Technology of Southern Philippines
C.M. Recto Avenue, Lapasan, Cagayan de Oro City
September 17, 2016

SKILLS AND ABILITIES WORK EXPERIENCE :

Knowledgeable of Computer Software and Hardware
Knowledgeable of Basic HTML and VB Programming
Good in English Communication Skills
Excellent in Event Organizing and Leadership Skills
Receptive to feedback
Optimistic
Goal-setter
Versatile

WORK EXPERIENCE :

Fast Autoworld Philippines Corp.-Bulua Branch

Customer Relations Officer / Service Assistant
Zone 6, Bulua, Cagayan de Oro City
October 12, 2022 – January 30, 2025

Teleperformance CDO

Customer Service Representative
C.M. Recto Avenue, Cagayan de Oro City
November 2021 – June 2022

Honda Cars Cdo Inc.

Contractual Telemarketer

Zone 1, Bulua, Cagayan de Oro City
October 6, 2021 - November 6, 2021
Teleperformance CDO
Customer Service Representative
C.M. Recto Avenue, Cagayan de Oro City
October 8, 2019 – May 31, 2021

Teleperformance Cebu
Customer Care Representative
IT Park, Apas, Cebu City
October 3, 2017 – September 1, 2018

On-The-Job Training
Intern
Department of Public Works and Highways
Engineer's Hills, Bulua, Cagayan de Oro City
November 2016 – February 2017

Off-Campus Immersion Student
Immersionist
Fast Distribution Corporation
Zone 6, Bulua, Cagayan de Oro City
April 2015 – May 2015

In-Campus Immersion Student
Immersionist
Food Science and Technology Department
University of Science and Technology of Southern Philippines
April 2014 – May 2014

SEMINARS / TRAININGS

Mitsubishi Skills Olympics (Observer) & Japan Travel Incentive
January 2024

FAPC-Best in Customer Service Handling
December 2023

YANA System for Frontliners
July 2023

Mitsubishi Customer Handling Training
March 2023

Mitsubishi Customer Relations Officer Training
March 2023

Mitsubishi Technical Training for Frontliners
January 2023

TP-CDO Top Agent Performer
December 2020

TP-CEBU ASAT GURU
February & May 2018

Job Enabling English Proficiency
October 2016

Socio-Cine: Pamukaw Singko

September 2016

Media Concepts and Misconceptions
April 2016

Event Organizing: Young Moms on the Run-way
February 2016

Lecture Series: Photography
January 2016

Learning Express Program – Singapore Polytechnic
October 2015

REFERENCES :

Glenda D. Libed, Ph.D.
Thesis Adviser
University of Science and Technology of Southern Philippines
C.M. Recto Avenue, Lapasan, Cagayan de Oro City
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Mr. Stephen Joe Dizon
Former Supervisor
Apas, Cebu City
(+63) 928-764-8485

Ms. Kristie Hannah Mae Salomon
Supervisor/Current Co-worker
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