



FRITZIE CASTRO YABUT

St. Jude Village Brgy. Alfonso, Concepcion, Tarlac

zieyab@gmail.com

(+63) 9158440595

WORK EXPERIENCES

Licensed Financial Advisor

Pru Life UK

- Work with clients and come up with a bespoke financial plan, investment strategy and comprehensive protection package that best suit their needs
- Insure and protect lives. Identify client's financial goals through table-top meetings and needs-based analysis interviews
- Provide aftersales service by performing policy updates and policy reviews

Customer Retention Specialist

Instacart US

Qualfon Manila

- Responsible for taking inbound calls from Express Members to create a positive customer environment and resolve customer complaints as they arise and retain memberships.
- Building relationships between brands and customers by leveraging engagement, loyalty, and satisfaction.

Fraud Investigations Analyst (CSR)

Alorica Philippines

Quezon City

- Primarily responsible for identifying risks and preventing losses related to fraud activities
- Contact clients via phone and/or email validate transaction activity.

ABOUT

Versatile individual with more than three (3) years of work experience. Skilled in the areas of Management, Communication, Customer Service and Sales.

Goal oriented.

Compassionate.

Team Player.

LICENSES & CERTIFICATIONS

Certificate of Eligibility (Career Service Professional Level)

Civil Service

Commission

Released June 2023

Licensed Financial Advisor

Philippine Insurance
Commission

April 2022

Sales Receptionist
Volkswagen Philippines
Quezon Ave Branch

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately.
- Answering customer inquiries including phone calls.

PERSONAL DATA

Birthdate : May 6
Place of Birth : Concepcion, Tarlac
Civil Status : Single
Height : 5'6"
Citizenship : Filipino

EDUCATION

2009 -2013 **BSBA Major in Management**
Centro Escolar University
Mendiola, Manila

SOCIO-CIVIC ENGAGEMENT

2010 -2011 **Public Relations Officer**
Community Outreach Movement Proactive Student Service (COMPASS)
School of Accountancy and Management (SAM) Chapter
Mendiola, Manila

- Ensures awareness of all students under this cluster by promoting and encouraging them to join outreach programs within adopted community, Manila Boys Town Complex.

CHARACTER REFERENCES

ASec. James Andres B. Melad
Department of Transportation
Road Transport and Infrastructure
09178076558

Jestoni Villegas
Officer
PAG-IBIG – La Union Branch
09179544244