



# CHARLYN IWAY



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Pagsabungan, Mandaue City

## About Me

Birth Date : September 4,1994  
Birth Place : Cebu City  
Age : 30  
Civil Status : Married  
Religion : Roman Catholic  
Height : 5'0"  
Weight : 50 Kg

## Education

Cebu Institute of Technology - University  
Computer Technology

Aloguinsan National High School  
Secondary Education

Aloguinsan Central Elementary School  
Primary Education

## References

- Available upon request

## Experience

### Team Leader

2021 – Present

#### TDCX Phils. Inc

Guided and mentored team members, fostering professional growth and development within a dynamic and collaborative environment.

### Patient Care Coordinator

2018 - 2021

#### Optum Global Solutions

Facilitated effective communication between patients and healthcare providers to improve patient satisfaction and adherence to treatment plans.

### CSR

2016 - 2018

#### Convergys

Provided excellent customer service to clients through various communication channels (phone, email, chat) by addressing inquiries, resolving issues, and ensuring customer satisfaction

### CSR

2015 - 2016

#### TELETECH

Served as the first point of contact for customers, addressing inquiries, resolving issues, and promoting products/services while ensuring customer satisfaction and achieving sales targets.

### Credit & Sales Assistance

2013 - 2015

#### Biogenes Phils.

Provided administrative and sales support to the credit and sales departments, ensuring smooth and efficient operations.