

Mae Agnes R. Mesina

Address: Blk 38 Lot 3 Phase 2 Sta. Barbara Villas 1 San Mateo, Rizal

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With 9 years of BPO experience and more than 2 years RPO experience Email Support, Chat Support, Back Office, Outbound Calls, Admin Works, Sales and Employment Verification.

CAREER OBJECTIVES:

To work hard with full dedication for the achievement of an organization objective, under a satisfying job contract, which also provides an environment in enhancing professional skills and knowledge. Self-auditing/Quality checking on files done, proofreading before completing each file.

EXPERIENCE

PSG Global Solutions — *Senior Recruiter II/Admin Works*

NOVEMBER 7, 2020 - AUGUST 31, 2023

Standard Chartered Bank

20th & 22nd Floors

6788 Ayala Avenue

Makati City, Philippines

Started as a Senior Recruiter doing outbound calls. Calling potential hires for clients. Doing prescreening interview. Giving out well-chosen applicants to clients for the next step. Transferred to a healthcare account which is AMN Healthcare. Main job is doing admin tasks such as Data Fixes, W2 Address Change, KTA Pended Jobs wherein we are emailing clinicians with regards to their timecards that have been pended. I also do audits for Data Fixes. Doing email support also to clinicians and recruiters regarding clinicians' timecards, timesheet, paychecks, payroll forms needed and information about their contracts and timekeeping preferences. Doing payment advances or wire transfers.

Sterling Talent Solutions — *Verification Specialist*

AUGUST 2016 - JULY 2020

4th Flr Cyberpark Tower 1

Araneta Center

Cubao, QC

Main job is to verify a potential candidate's personal and professional references via email and outbound calls. Provide clients/employers with an accurate and updated report page of the results of the verification made or obtained. Reaching out to the applicants and clients via email to obtain other information needed to proceed with the process.

EGS (Alorica) — *Customer Service Representative*

May 2014 - MAY 2016

4th Flr Cyberpark Tower 1

Araneta Center

Cubao, QC

Chat support and back office work. Making sales to customers and providing help with their inquiries via live chat. Upselling of cable, internet and phone. Creating sales order via back office.

EDUCATION

Punlaan School — *Food & Beverage Services*

2 Year Vocational Course

May 1993 - May 1995

173 M. Paterno St.

San Juan City

SKILLS

- Customer Service
- Knowledge in Microsoft Office (Word, Excel)
- Strong verbal and written skills
- Data Entry
- Email composition
- Back office work
- Customer Service
- Adaptability and ability to work under pressure
- Accuracy and attention to details
- Proofreading

REFERENCES

- **Cassandra May Dalacat** - *Group Leader*
- PSG Global Solutions
- 0917-329-1524
- **Mary Anne Ong** - *Recruitment Coordinator II*
- PSG Global Solutions
- 0926-733-3633
- **Carla Bercilla** - *Former Team Lead*
- Sterling Talent Solutions
- 0956-781-5037
- **Aira Cruz** - *Teammate*
- Sterling Talent Solutions
- 0915-528-7495

