****

**SHANE RUS T. CHAN**

**Cooyeesan Hotel Plaza, Naguilian Road**

**Baguio City Philippines 2500**

**shane0820@yahoo.com****/+639302779571**

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| **JOB OBJECTIVE** |

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              Obtain an entry-level opportunity utilizing my communication skills, customer service and teaching experience to foreigner students.

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| **JOB EXPERIENCE** |

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July 2008-August 2008                   **SESSION ENGLISH ACADEMY**

                                                                       English Teacher for Korean students

September 2008-December 2008      **PRIVATE Korean Teacher**

April 2008- April 2009      **SITEL PHILIPPINES CORPORATION**

 **(CAPITAL ONE BANK ACCOUNT)**

(Inbound Customer Service Representative)

                                              BCEZ Compound Loakan Road

           Baguio City Philippines

-           Deliver world class customer service and build customer satisfaction and loyalty.

-           Handled a high influx of inbound calls within a dynamic call center environment.

-           Provide effective and timely resolution of a range of customer inquiries.

-           Complete ongoing training to stay abreast of product, service and policy changes.

-           Responded to customer inquiries and requests and resolved issues efficiently and professionally.

 October 2009- Present **PINES INTERNATIONAL ACADEMY**

 **(**EFL Teacher and KIPILSUNG teacher)

 Cooyeesan Hotel Plaza, Naguillian Rd.

 Baguio City Philippines

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| **EDUCATIONAL BACKGROUND** |

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**2**2004-2008  **SAINT LOUIS COLLEGE**

 City of San Fernando La Union 2500

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| **SEMINARS AND TRAININGS ATTENDED** |

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**Internet Orientation**

                          Saint Louis College , City of San Fernando , La Union

                         July 31, 2006

            **Symposium on Cooperative Development**

                        Saint Louis College , City of San Fernando , La Union

                        September 28, 2006

     **Seminar on Career Opportunities for Management Graduates**

                        Saint Louis College , City of San Fernando , La Union

                        January 11, 2007

            **Your Career Into High Gear**

                         **Bangko Sentral ng Pilipinas**

**FRANSCIS J. KONG**

                         City of San Fernando , La Union February 16, 2008

 **Capital One Bank Credit Card Account Training**

 **Sitel Philippines Incorporation**

BCEZ Compound Loakan Road

          Baguio City Philippines

April 2008- May 2008

 **Teaching Empowerment Program for English Educators (TEPEE)**

 **Pines International Academy, Inc.**

2nd fl. Cooyeesan Hotel Plaza, Naguilian Rd. Baguio City

September 21- October 02,2009

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| **PERSONAL DETAILS** |

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* **Birthday            : August 20, 1987**
* **Place of Birth    : Boy-Utan Bauang La Union Philippines**
* **Age                  : 23**
* **Sex                  : Female**
* **Civil Status        : Single**
* **Language Spoken : English and Filipino**