**TRICIA MARIE D. DINGCONG**

#10 Libra st.Villa Ernesto Phase - 1 Subd. Gusa,

Cagayan de Oro City 9000

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M+ 63916.321.8687

**PERSONAL INFORMATION**

Date of Birth: August 6, 1987

Height: 5’ ft.

Weight: 50kls.

Religion: Roman Catholic

Marital Status: Single

Sex: Female

**EDUCATIONAL ATTAINMENT**

Bachelor of Science in Psychology Xavier University – Ateneo de Cagayan

Corrales ext. Cagayan de Oro City

Graduated: October 2013

Associate in Health Science Education Liceo de Cagayan University

Rodolfo N. Pelaez, Carmen,Cagayan de Oro

Graduated: March 2006

**SKILLS**

1. Customer Support - Skilled to identify customers’ needs, gain customer trust and provide exceptional service and presenting appropriate company product and service offerings.
2. Expertise in resolving fraudulent escalated customer service issues.
3. Virtual Assistant – Skilled to set appointments, schedule job bookings and other administrative task/ data entry.
4. Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®).
5. Facilitate Group Dynamics and Therapeutic Play.
6. Interpreted Psychological Test (16PF, IQ, EQ, BPI)
7. Counseling.
8. Knowledgeable of the field Employee Relations (e.g., Code of discipline process, labor code, Hearing process, Minutes, and many more)
9. Knowledgeable in the field of Compensation and Benefits (e.g., SSS, PAGIBIG, Phil health, loans and online registration).

**RELATED EXPERIENCE/S**

**POSITION COMPANY NAME ADDRESS INCLUSIVE DATES**

1. Appointment Setter PAMS Consultancy Online (full time) Jan 2016 - Present

2. Appointment Setter PAMS Consultancy Online (full time) Aug.2015-Oct.9, 2015

3. Virtual Assistant 3 KIDS Agency Online Dec2014-May2015

4. Customer Support PAMS Consultancy Online July 21, 2014-Oct2014

5.Appointment Setter PAMS Consultancy Online (part-time) Aug2014 – Sept2014

6. HR Generalist SYNNEX - Concentrix Cagayan de Oro Dec2013-May 2014

7. Customer Service/ FBC Business Solutions Cagayan de Oro Oct 2012 - Dec 2012

Sales/ Recruiter

**RELATED EXPERIENCE/S**

**POSITION COMPANY NAME ADDRESS INCLUSIVE DATES**

8. Upwork Freelancer Online job (Part-time) Online Jan 2011 to May2015

9. Risk AEGIS People Support I.T Park, Cebu Nov2007 - June 2011

Management

Analyst

10. Sales Consultant AEGIS People Support I.T Park, Cebu June 2006 - Nov2007

11. Student Assistant Liceo de Cagayan Cagayan de Oro June2004-March2006

**RELATED TRANINGS/SEMINAR**

**POSITION COMPANY NAME ADDRESS INCLUSIVE DATES**

1. Practicum Intern Unilab Foundations Cagayan de Oro May 2013

2. Practicum Intern VIP Hotel (HR) Cagayan de Oro April 2013

3. Practicum Xavier University Cagayan de Oro March 12, 2013

Orientation Seminar

4. 7th Visayas Xavier University Cagayan de Oro Nov 9 - 11, 2012

Mindanao

Convention

5. First Aid Training Philippine Red Cross Cagayan de Oro June 16, 2012

6. Ateneo Campus Xavier University Cagayan de Oro August 12, Sept 25

Leadership Ateneo de Cagayan & October 9, 2011

Discovery

Workshop

7. Assistant Team AEGIS People support I.T Park, Cebu March 2009

Leader Training

8. Voice and Accent AEGIS People support I.T Park, Cebu November 2007

Training (ComET)

**ORGANIZATIONS**

**POSITION NAME ORGANIZATION INCLUSIVE DATE**

1. Blood Coordinator Red Cross Youth June 2012 to March 2013
2. Member XU Psychology Society June 2011 to October 2013

**REFERENCES**

Ms. Maricynth Joan Hipolito

Owner

3 KIDS Agency and Kidshakz Computer Services

M+63 917.707.31383

Ms. Razhelle Ann Pañares

Co- Owner

PAMS Consultancy

M+63 929.893.5715

Mr. Hans Pañares

Owner

PAMS Consultancy

M+63 918.527.3536