**JONNY OCHAVILLO CHUNG**

Triangulo, Nasipit Agusan del Norte, Philippines

Mob. No. 09055286107; email: jonnychung25@gmail.com

**PERSONAL DETAILS:**

Gender : Male

Date of Birth : December 27, 1986

Nationality : Filipino

Civil Status : Single

Passport Number : P1732861A

Passport Expiry : January 23, 2022

Date of Birth : December 27, 1986

**WORK EXPERIENCE:**

**Retail Manager**

**My Phone Philippines**

Parañaque City, Philippines

May 5, 2016 – March 15, 2017

JOB DESCRIPTION: provide high level administrative, strategic planning and operational support, research and advice to senior management on administrative matters such as staff management, financial planning, and facilities management and information service. Develop and manage the organization’s administrative, financial, physical and staff resources. Develop and implement administrative, financial and operational procedural statements and guidelines for use by staff in the organization

**Corporate Service Manager**

**J’S ENTERPRISES LTD.**

Lae City, Morobe Province, PNG

April 21, 2014 – April 18, 2016

JOB DESCRIPTION: Ensuring consistency and effectiveness in developing services to business and customers. In-charge of the day to day scheduling activities of the staffs and employees. Demonstrates clear link between the employer’s need and the employees’ development. Do market analysis and demand research and coordinates with management. Responsible for training national employees in the company. Provide report on quality control and improvement strategies. Maintain measurement and reporting system that is effective at describing the outcomes of business service.

**Business Service Manager**

**WIPRO BPO**

Cebu City, Philippines

October 16, 2010 – January 30, 2014

JOB DESCRIPTION: Responsible in meeting clients’ needs and their demands by taking phone calls in regards to delivery and installation of items that they have purchased online or at a retail store. Ensuring that clients are aware of the terms and conditions of the service before they are done. . In-charge of the day to day scheduling activities of the staffs and employees. Develop and deliver the business development program to generate new revenues. This also includes the development of a business development culture across all departments. Analyse market needs and trends, and identify and deliver marketing strategies.

**Quality Assurance Specialist**

**NEXTQ COMMUNICATIONS**

Cebu City, Philippines

January 10, 2009 – August 27, 2010

JOB DESCRIPTION: Audit, monitor and evaluate agent’s performance. Track and report agents Quality Audits. Track and analyze quality performance, mark offs, and areas for improvements. Monitor calls and provide timely and effective feedback. Facilitate calibration sessions for both operations and client. Analyze date to provide root cause and analyze and can execute action items to improve on opportunities observed.

**Team Lead for Multiple Campaigns**

**LWS MEDIA**

Cebu City, Philippines

August 5, 2007 to December 18, 2008

JOB DESCRIPTION: Leading and taking care in group of agents that are attending client’s needs. Reporting to Operations Manager on a daily basis and targeted forecast on refunds, cancellation, number of calls, and schedule adherence per agent.

**EDUCATIONAL ATTAINMENT:**

**BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**

March 3, 2005 – March 30, 2007

**Systems Technology Institute**

Butuan City, Philippines

Major: Office Productivity Tools, Computer Programming; Intensive English Program, Computer Concepts

**SECONDARY EDUCATION**

June 7, 2019 – April 3, 2003

**Saint Michaels College of Caraga**

Nasipit, Agusan Del Sur Philippines

**AWARDS**

* March 25th 2009, Master of Ceremony PGS Program
* March 25th 2009, Best Speaker in PGS Program

**COMPETENCIES & INTERESTS**

English Ability: Band 6 and the intermediate test of interpretation.

**Computer Skills:**

* MS Word, MS Excel, JAVA Programming

**Personal Interests:**

* Basketball (Skills); Computer (Speed); English (Elegant); Billiard (Stable)

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