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| **Jonny Ochavillo Chung**D-8 Triangulo, Nasipit Agusan del Norte, PhilippinesMobile No. +675 78082569Email: jonnychung25@gmail.com |



Personal Profile

Gender : Male

Date of Birth : December 27, 1986

Age : 30 years old

Nationality : Filipino

Civil Status : Single

Passport Number : P1732861A

Passport Expiry : January 23, 2022

**Employment History**

June 2017 – Present | Business Retail Manager

**Fone Haus Limited (Lae City, Papua New Guinea)**

* Responsible for the management and operation of Retail Outlet and reporting directly and under the supervision of the General Manager.
* Prepare targets and goals for the branch alongside with the overall goals of the company as a whole.
* Plan, coordinate and control the activities of the retail outlet.
* Identify and recommend plans of actions for the improvement of the shop and implement after approval by the management.
* Monitoring of inventories and stocks and do the ordering.
* Conducts staff trainings and seminars on product knowledge, customer service and other relevant operation aspects.
* Management and supervision of the staff.
* Staff rostering/scheduling.
* Train and develop suitable national staff for Managerial position.

May 2016 – April 2017| Retail Manager

**My Phone Philippines (Parañaque City, Philippines)**

* Provide high level administrative, strategic planning and operational support, research and advice to Senior Management on administrative matters.
* Develop and manage the organization’s administrative, financial, physical and staff resources.
* Develop and implement operational procedural statements and guidelines for use by staff in the organization.
* Perform other related task that may deem necessary.

April 2014 - March 2016| Corporate Service Manager

**J’s Enterprise Limited (Lae City, Papua New Guinea)**

* Responsible in ensuring consistent and effective development of services to businesses and customers.
* Demonstrates a clear link between the employer’s need and the employees’ development.
* In charge of the day to day scheduling of activities of the staff and employees.
* Do market analysis and demand research and coordinates it with the management.
* Provide report on quality control and improvement strategies.
* Develop business services budget needs and identify sources.
* Maintain a measurement and reporting system that is effective at describing the outcomes of business services.
* Modify current monitoring instrument so that it determines not only that a service is present, but the effectiveness of those services.
* Responsible for training national employees in the company.
* Perform other related task that may deem necessary.

October 2012–January 2013| Customer Service Representative

**WIPRO BPO (Cebu City, Philippines)**

* Responsible in meeting clients’ needs and their demands.
* Taking phone calls regarding delivery and installation of items.
* Ensuring we have good service in both phone calls and retail stores.
* Ensuring that clients are aware of the terms and conditions of the service.
* Taking escalation calls for customers demanding for supervisors.
* Ensuring all details are noted properly within the system.
* Ensuring all team members are properly assigned to designated tasks.

November 2011 – September 2012| Quality Assurance Specialist

**Next Q Communications (Cebu City, Philippines)**

* Audit, Monitor, and evaluate agent’s performance
* Track and report agents Quality audits.
* Track and analyze quality performance, mark offs, and areas for improvement.
* Monitor calls and provide timely and effective feedback.
* Facilitate calibration sessions for both operation and client.
* Analyze date to provide root cause and can execute action items to improve on opportunities observed.

July 2010 – October 2011| Team Leader for Multiple Campaigns

**LWS Media (Cebu City, Philippines)**

* Leading and taking care on group of agents that are attending client’s needs.
* Reporting to Operations Manager on daily basis.
* Ensuring targeted forecasts on refunds, cancellations, number of calls.
* Processing on schedule of adherence of each agent.
* Taking supervisory calls on escalations.
* Do auditing and evaluating agents performances.
* Ensuring all agents are in a good and safe working environment.

November 2009 – May 2010| Telemarketing Agent

**Eli Global (Cebu City, Philippines)**

* Doing outbound calls for card grading.
* Logging sales per day.
* Submitting phone conversation logs per sale.
* Receiving phone calls on customer who would like to have their card graded.
* Ensuring that we reach target quota very month.

**Educational Attainment**

**Highest Education**

Level : Bachelors Degree

Major : Information Technology

Institute/University : **Systems Technology Institute**

Graduation Date : April 2007

**Secondary Highest Education**

Level : High School Diploma

Major : Secondary Education

Institute/University : **Saint Michaels College of Caraga**

Graduation Date : April, 2003

**Top Skills**

Proficient in MS Office Application

 Intensive English Program

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