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**Michael Aldrine B. Magdaong**

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Gmail: [magzaldrine@gmail.com](mailto:magzaldrine@gmail.com)

**WORK EXPERIENCE** **2018** Internship, The Manila Hotel (**August – March**)



**2019** Baker, Edsa Shangri-La Manila (**August – March)**

**2020 Customer Service representative, Concentrix (July, 2020- March,2021)**

**2021 Customer service representative, Teleperformance (March,2021-January,2022)**

**2022 Customer Service Representative, TELUS International Inc. (January,2022-April,2022)**

**Customer Service Representative, Alorica (April,2022 – August,2022)**

**Customer Service Representative, EXL Services Inc. (August, 2022 – April, 2024)**

**HIGHLIGHTS OF QUALIFICATION**

•Can work in long periods of time

•Hardworking and flexible to work with

•Can speak and write in English and Filipino Fluently.

•Pro-Active and can Multi-task

•Patient, Reliable and can easily adjust with co-workers

**SEMINARS ATTENDED**

**2014 – 2015** Vikings Dine and Demo, Jazz Mall Makati, **July 2015**

**CERTIFICATES**

**2014 - 2015** NCII TESDA Food and Beverage, **September 2015 – September 2020**



**2015 - 2016** NCII TESDA Housekeeping Operations, **March 2016 – March 2021**

**2018 – 2019** NCII TESDA Front Office Operation, **June 2019 – August 2022**

**2018 – 2019** NCIII TESDA Events Management, **June 2019 – August 2022**

**2018 – 2019** NCII TESDA Cookery, **June 2019 – August 2022**

**PROFILE AFFILIATION**

**Date of Birth:** December 29, 1997 **2016 – 2017 Member of Philippines young chefs club**

**Status:** Single **2016 – 2017 Member of Jesus league**

**Citizenship:** Filipino

**EDUCATION**

**2014 – 2019 Lyceum of the Philippines University**

Muralla St., Intramuros, Manila

Degree in Bachelor of Science in International Hospitality Management,

Major in Culinary Arts and Kitchen Operations

**CHARACTER REFERENCE**

**Jerome Vidal**

**Subject matter Expert  
1 North tower, Bago bantay, North edsa**

**EXL Services Inc.  
09815750499**

**Mariah Carene Alto  
1 North tower, Bago bantay, North edsa**

**EXL Services Inc.  
09262505663  
  
Gian Carlo Ang  
McKinley Hills, Taguig  
Wells Fargo  
09452745615**

**Viner Anabo  
Team Leader**

**W City Center Building 7th Avenue corner 30th Street,**

**Bonifacio Global City Taguig, Manila**,

**Cardinal Health**

**09166614850**