



Jusan Bingcola Degay

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382 Monticello, Camp 7, Baguio City 2600, Benguet,
Philippines

Basic Information

Age 24	Birth Date Jul 05, 1995	Gender Female	Civil Status Single
Height (cm) 163	Weight (kg) 70	Nationality Filipino	Religion Anglican

Work Experience

Dec 2016 – Dec 2019

ESL/ TOEIC/ IELTS Teacher

Choice and Success International Language Center 1
Monticello, Camp 7, Baguio City

Provided group/ man-to-man educational assistance to foreign students like Koreans, Chinese, and Arabs from elementary to adult by helping them to improve their skills in reading, writing, speaking and listening and grammar.

Nov 2018 – May 2019

Customer Service Representative- Email/ Chat/ Support/ Social Media Moderator (Freelancer)

FitTrack
38 Alexandra Wood North York ON

Receives and answers customer inquiries via email, live chat and/or social media, on behalf of the company. Provides appropriate instructions, and prompt and quality responses to be able to resolve the customer's issue.

Using social media sites to advertise the product and respond to customers' inquiries and concerns is also part of the tasks. Also,

doing outbound/ cold calling to social media influencers who would wish to advertise the product has been done, and calling customers to solve issues for immediate resolution.

Mar 2018 - May 2018

EFL Teacher

Widest Asia Learning English School
Bukaneg St., Legarda, Baguio City

Provided group/ man-to-man educational assistance to adult foreign students like Japanese, Taiwanese, Koreans and Vietnamese by helping them improved their skills in reading, writing, speaking, listening and grammar.

Feb 2018 - Mar 2018

**Research enumerator and Data Encoder
(Contractual)**

Agricultural Training Institute (ATI)
BSU Compound, La Trinidad, Benguet

Conducted research on behalf of the Agricultural Training Institute ATI-CAR. We collected data by visiting and interviewing the target respondents around CAR region. We also visited municipalities and provincial offices of the agriculture sectors for AEW profile updating. We made sure that the data we gathered must be appropriately documented and report the results we found.

Nov 2017 - Dec 2017

Research Enumerator (Contractual)

Assessment, Curriculum & Technology Research Centre
Quezon City

Conducted research on behalf of the Dep Ed's project under the University of the Philippines- ACTRC and associated with the University of Baguio- Research and Development Center. We collected data by visiting the listed schools (Urban or Rural) around CAR region and interviewed the chosen personnel. We made sure that the data we gathered must be appropriately documented and reported the results we found.

Sep 2017 - Nov 2017

Practicum Teacher, 10th grade students

Mil- An National High School
Loakan Rd. Baguio City

- Motivated students with innovative lesson plans.
- Utilized technology including a powerpoint presentation into

lessons.

- Worked together with the collaborating teacher to plan daily and weekly goals.
- Managed classroom of 60 students independently using positive behavior management strategies.

Jul 2017 - Oct 2017

Online ESL Teacher

Choice and Success Online
Legarda Rd., Baguio City

Provided online educational assistance to foreign students like Chinese and Koreans from elementary to adult by helping them to improve their skills in reading, writing, speaking, listening and grammar.

Oct 2016 - Nov 2016

Research Enumerator (Contractual)

Assessment, Curriculum & Technology Research Centre
Quezon City

Conducted research on behalf of the Dep Ed's project under the University of the Philippines- ACTRC and associated with the University of Baguio- Research Development Center. We collected data by visiting the listed schools (Urban or Rural) around CAR region and interviewed the chosen personnel of each school. We made sure that the data we gather must be appropriately documented and reported the results we found.

Jan 2015 - Oct 2016

Travel Service Representative

SiTel 1
Loakan Rd., Baguio City

Receive calls from customers and address their concerns in a timely and accurate fashion by helping them with their flight reservations, itinerary changes, baggage concerns and questions about customers' loyalty programs. Calling customers due to their sudden flight changes was also part of the task.

Sep 2014 – Jan 2015

Customer Service Representative

Macy's and Bloomingdale's account
SiTel 1
Loakan Rd., Baguio City

Answer phone calls and address customer's concern in a timely and accurate fashion by helping them solve the problems and questions about the product.

Jun 2011 - Aug 2014

Home Service Part-time Teacher and Online Teacher to Korean Students

Direct clients
homebased

Provided caring services and educational assistance to my Korean students by helping them with their homework given in school in all subject areas, but most specifically focused on the English Language skills. Diagnosed their needs, selected and used teaching methods and evaluation procedures designed to promote learning even at home or through an online classroom setting.

Educational Attainment

Jun 2011 - Dec 2017

Keystone College

Bachelor's / College Degree
Bachelor of science in Secondary Education Major in English

Apr 2008 - May 2008

AMA Computer Learning Center

Vocational Diploma / Short Course Certificate
Microsoft Software Specialist

Trainings / Seminars

On-going training

Teachers of English to Speakers of Other Languages (TESOL)

Eli T. Natividad
TESLA Phils LIFE Academy 139-B M.Roxas St.,Alfonso
Tabora Brgy.,Trancoville,Baguió City

Jun 23, 2018 - Jul 01,
2018

TOEIC Course

Joiny Domiguez
Choice and Success (CNS 1)

Oct 21, 2017 - Oct 21,
2017

IELTS Course
Showy Kerchaten
CNS 1

Oct 16, 2017 - Oct 16,
2017

IELTS Course
Showy Kerchaten
Choice and Success (CNS 1)

Jan 04, 2017 - Jan 12,
2017

ESL Course
Roderick George Alangui
Choice and Success (CNS 1)

Skills and qualifications

Teaching Skills

Passion for children and teaching | Strong rapport with students | Artistic and Resourceful | Effective discipline skills | Good classroom management skills

Customer service skills

| Communication Skills | friendly and jolly | willingness to learn | open-minded

Technical skills

MS Office Application (Word, Excel, PowerPoint) | Critical Thinking skills | Other basic knowledge computer skills

Languages

English | Filipino

Character References

Roderick George Alangui

Head Teacher

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Customer Service Team Leader

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