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| A person in a black suit  Description automatically generated with low confidence |  | **Oftana,**  **Rhena ETHEL** |
| objective An astute learner seeking a position where my education, qualification, and acquired skills will be utilized to improve the company’s overall performance. I am a well-rounded person who worked in several industries in Sales and BPO. With more than three years of experience resolving complex customer inquiries. Passionate in building strong relationships with clients.  CELLULAR PHONE:  0561625684  WhatsApp:  0561625684  EMAIL:  [pjohnj](mailto:pjohnjethol@gmail.com) [oftanarhena@gmail.com](mailto:oftanarhena@gmail.com) ADDRESS City Season Hotel, Block B, Flat No. 403 B, Electra St., Abu Dhabi, UAE interest Music  Surfing the Internet  Pet Lover Skills Excellent Listener  Poised under Pressure  Adaptability  Communication  Time Management  Team Player |  | WORK EXPERIENCE **March 2, 2023- Present**  **Crew**  Cinnabon  Abu Dhabi  **August 20, 2021- March 2, 2023**  **Credit Controller**  Tech Mahindra  FILINVEST 17th Floor, I.T. Park, Apas, Cebu City  **June 15, 2020- June 15, 2021**  **Claims and Arbitration Staff**  PG GLOBAL JET Express Inc  Norkis Group of Companies, A.S. Fortuna St., Mandaue City, Cebu  **October 19, 2018- September 6, 2019**  **Customer Service Representative**  FIS Global Solutions  FILINVEST 6th Floor, I.T. Park, Apas, Cebu City  **June 12, 2017-September 15, 2018**  **Service Crew**  McDonalds Emall (Golden Arches Development Corporation)  N. Bacalso Avenue corner Leon Kilat Street, Cebu City EDUCATIONCebu Institute of Technology - University Bachelor of Science in Business Administration Major in Management Accounting PROFESSIONAL CERTIFICATION **National Certificate II Passer- Housekeeping**  Certificate No.: ORB-93-941-07022-001  Issued Date: July 22, 2022  Valid until: July 21, 2027 REFERENCES *Available upon request* |