

# ABEGAIL DECENA-URBINO

CUSTOMER SERVICE REPRESENTATIVE/  
ADMIN STAFF/ INSTRUCTOR

📍 Purok 2 Zone 8, Cupang Antipolo City

☎ +639707353960

✉ abegaildecena59@gmail.com



---

## CAREER OVERVIEW

As an educator by profession, I was trained to do administrative duties, communicate with a lot of people, be familiar with modern technologies and other media, and work under pressure. I always make sure that I produce quality work on time.

---

## EDUCATION

Bachelor of Technical Teacher  
Education major in Physics  
Marikina Polytechnic College | 2018

## SKILLS

- Speak and Write English Fluently
- Tech-savvy
- Team Leader
- Multitasker
- Creative

## REFERENCE

Prof. Jonathan Diokno  
Professor & Publication Director |  
Marikina Polytechnic College  
publications.office@mpc.edu.ph  
+639667604932

## EXPERIENCE

### College Instructor

Marikina Polytechnic College | Aug 2022 -  
January 2024

- Science Instructor to freshmen students.
- Act as social media manager in campus publication office.

### Senior High School Teacher

Technological Institute Of The Philippines |  
November 2019 - August 2022

- Physics teacher to Grade 12 STEM students.
- General Physics 1 & 2 online module contributor using Canvas.

### Customer Service Associate

Concentrix | Aug 2018 - November 2019

- Handled US-based telecommunication account to port the customers' number into different subscriber.
  - Top Agent during the training period.
-