

**JENNILYN PECUNDO VILLAMER**



**Personal Information Summary:**

Date of Birth: FEB. 03 1980

Citizenship: Filipino

Birth Place: Philippines

**Vocational Domain:**

**Domain:** Customer Service / Sales/ Accounting / Management **Module:** Commerce andManagement, Front and Back office support, Communication skills, Client co-ordination, up selling, Sales orientated, Resolving problems, Organizing, Call handling, computer skills

**Experience**: Abroad

8 years (Dubai, U.A.E.) till present

**Trainings and knowledge’s:**

 **AutoCAD Design**

CDC Eng. & Computer Inc. Iriga City Philippines

* **Accounting and Management**

Iriga City Philippines

* **Outbound and Inbound calls**

Iriga City Philippines

***JENNILY PECUNDO VILLAMER***

*35 street, villa 14, al jafliya, Dubai, UAE*

*E-mail:* ***jennyvillamer@gmail.com***

**Career summary**

An experienced **Sales Executive / Customer Service** **Representative** who is used working in a busy environmentproviding great customer service to the very highest standards. A champion of best practice who is organized, customer-focused, and with the required communication skills needed to make every customer feel special. Possessing plenty of practical experience and up-to-date knowledge of retail administration, technical and processes. Now looking to work for a company who gives exceptional staff unparalleled opportunities to build good careers and capabilities.

**Personal Abilities:**

* Confident enough to approach customers and offer them help, advice and information.
* Having a flexible approach to working evenings and weekends.
* Extra mile customer service with friendliness.
* Always supporting colleagues no matter how challenging the situation.
* Having a friendly demeanor and being able to create a comfortable atmosphere for customers.
* Always smartly dressed and having high personal hygiene standards.
* Actively maintaining awareness and understanding of current relevant retail products.
* Handling multiple priorities.
* An excellent communicator with natural people skills.
* Can communicate and sale a product by Arabic language
* Attention to detail.
* Excellent knowledge on mobiles and home services products.

**Professional Abilities:**

* Assisting customers with queries in a professional, courteous and friendly manner.
* Possessing an in depth knowledge of the retail industry.
* Able to work well as part of a team.
* Acknowledging all customers when they first enter the shop.
* Trained in and capable of participating in emergency procedures i.e. fire drills.
* Able to keep an eye open for any unsafe practices and immediately reporting them to a manager.
* Advanced First Aid qualified



**JENNILYN PECUNDO VILLAMER**

**Academic Qualifications:**

**2002 – UNIVERSITY OF NORTHEAST, PHILIPPINES** Iriga city (**Degree Holder**)

 **Graduated -** Bachelor of Science in

Commerce Major in Computer

Management

**Key skills and Competencies**

* Competent user of MS-Office (Word, Excel, Outlook)
* Positive attitude, energetic approach and self-motivated.
* Capable of following procedures and systematic processes.
* Having a methodical and accurate approach to work activities.



**Languages:**

* **English** –write and speak
* **Tagalog** –write and speak
* **Arabic** –speak basic andunderstand

**References and additional documents:**

Available on request.

I, hereby declare that the above-mentioned information is true to my Knowledge.

***JENNILY PECUNDO VILLAMER***

*35 street, villa 14, al jafliya, Dubai,*

*E-mail:* ***jennyvillamer@gmail.com***

**Employment Record:**

**ALKHAJA GROUP, LLC (SH COLLECTION), DUBAI, U.A.E.**

***SALES EXECUTIVE / CUSTOMER SERVICE***

May 2012 – February 2016 **(Cancelled / Finished Contract 2 yrs.)**

Being the first point of contact for customers and clients, and providing them with the highest service standards to ensure the company has a good reputation and good feedback is received.

**DUTIES AND RESPONSIBILITIES:**

* Taking ownership for queries from first contact to resolution.
* Interacting directly with potential, new and existing clients.
* Development, maintenance and retention of customer relationships.
* Informing customers of all the latest products.
* Accurately updating administrative records.
* Promoting products and services.
* Resolving face-to-face, telephone and email queries quickly and to completion.
* Implementing agreed promotional activities.
* Monitoring until completion outstanding orders and enquiries.
* Processing customer registrations.

**BURGER FUEL, THE DUBAI MALL, DUBAI, U.A.E.**

***CUSTOMER SERVICE REPRESENTATIVE / FRONT OF THE HOUSE (FOH)***

July 2011 - February 2012 **(more than 7 months of experience)**

Responsible for welcoming customers to the store, talking to them, helping them and generally making their dinning memorable. Also supporting the store in meeting its sales targets by recommending foods to customer and making sure that they are satisfied on their meals being ordered.

**DUTIES AND RESPONSIBILITIES:**

* Keeping the store clean & presentable.
* Ensuring the shop floor is correctly replenished at all times.
* Ensuring the correct display, cleanliness and tidiness of Merchandise and promotions.
* Showing an interest in every customer’s needs.
* Resolving customer complaints in a sensitive & polite manner.
* Accepting stock deliveries and then processing them.
* Recommending additional products to customers.
* Creating a safe store floor environment for shoppers & staff.
* Helping with all areas of security and stock management.

**PALM AVIATION, SHARJAH FREE ZONE, U.A.E.**

***RECEPTIONIST / PERSONAL SECRETARY***

March 2007 – December 2011 **(Cancelled / Finished Contract 3 yrs.)**

**DUTIES AND RESPONSIBILITIES:**

* Maintaining filling systems & typing/preparation of documents.
* Perform full range of secretarial duties with a variety of Clerical, technical & routine administrative duties.
* Preparing monthly stationery inventory report and maintaining the minimum stock level per item. 
* Professionally accommodating visitors.
* Helping with all areas of security and stock management.