

**Jennelyn**

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***JOB OBJECTIVE***

Seeking challenging position where there is an opportunity to exhibit strengths and enhance skills while striving for

the growth and development of organization.

***QUALIFICATIONS***

* With customer sales and service experience
* Ability to deal with difficult customers, multitask and work under pressure
* Negotiating and networking skills
* Well-organised, goal-oriented and self-motivated
* Ability to build good relationship with customers
* 10 years work experience in manufacturing
* Good English communication skills both written and verbal
* Computer Literate ( MS Word, Excel, PowerPoint )

***EMPLOYMENT RECORD***

  **Customer Service Associate/Cashier** May 13, 2014 - Present

 RSH Middle East LLC

 Stadium Burjuman Mall, Dubai UAE

* Answer, screen and forward phone calls while providing information when needed.
* Greet customers and assist them in finding the right products.
* Send and receive daily emails and photocopying.
* Process payments by cash, check, credit cards and vouchers.
* Receive new stocks and arrange the items in the back up.
* Replenish, steam and merchandise the apparels and accessories on the shop floor.
* Maintain cleanliness and meet the monthly budget/sales.

 **Sales Executive/ Sales Associate**

 Royale Business Club International Inc. September 2011 - February 2014

 Crossing, Calamba City, Laguna

* Maintain and develop relationships with existing customers via meetings, telephone calls and emails.
* Approach potential customers with the aim of winning new business.
* Contact customers and prospects to explain the product benefits.
* Export products to the potential clients worldwide.
* Encode data and activation cards.
* Present effectively to the customers the products and services of the company.
* Conduct business orientation, negotiate and close sales.

**Production Controller/ Encoder/ Operator** October 2002 - June 2012

Samsung Electro-Mechanics Phils. Inc.

CPIP Batino, Calamba City, Laguna

* Provide and control good samples used for lot inspection.
* Data encoding of all defects found in every process.
* Inspection/Appearance checking of units.
* Check all barcode labels attached on the finished products.

***TRAINING***

 **Customer Service Workshop** March 25, 2015

 RSH Middle East LLC

 Stadium Dubai Mall, Dubai UAE

 **B.L.E.S.S.I.N.G. Training** May 10–17, 2013

 Royale Business Club International

 Calamba City Laguna Philippines

 **Trainer** Nov. 17, 2010 – Feb. 10, 2011

 **Samsung Korea Headquarters**

 314 Maetan 3 Dong, Kyungki-do

 **Suwon, South Korea**

* Teach Korean employees on how to set up initial Head Quarter lines and quality stabilization.
* Instruct Koreans about machine operation method and quality management items.
* Teach them the standard of visual defected products.

***PERSONAL DATA***

Date of Birth May 12, 1983

Sex Female

Nationality Filipino

Height 5’4”

Weight 110 lbs.

***EDUCATIONAL BACKGROUND***

**Tertiary** Laguna College of Business and Arts 2002

 BA Major in Management

 **Secondary** Laguna College of Business and Arts 2000

Calamba City, Laguna

 **Primary** Parian Elementary School 1996

Parian, Calamba City, Laguna