**First Name of Application CV No:** **1652430**

Whatsapp Mobile: +971504753686



***OBJECTIVE:***

* *To build the opportunity to work with the company and to enhance my ability to work.*
* *To be flexible, willing to acquire new knowledge and assume additional responsibility on other related function.*

***WORK EXPERIENCE:***

* *Lazada E-Services (Online Shopping)*
* *Warehouse Operation Associate*
* *January 2013 to Present*

***Brief Overview***

* ***Vendor Relation (Logistics)***
* *Monitoring the Deliveries.*
* *Addressing all customers concerned, such as Date of delivery, Location or Landmark, Email,*

*Call for update request.*

* ***Order Verification***
* *Calling customer to verified there order and complete address.*
* ***Replacement Team***
* *Calling customer to inform them regarding the product availability or stock so they can purchase other product available on website.*
* ***Customer Service Representative***
* *Answer and calling all customer concern regarding with the product and how to purchase online.*
* *Email and raise the issue to the other department appointed.*
* ***Returns***
* *Receiving return items from the customer handling by our 3PL return to us.*
* *Verifying the date of purchase and return, also doing quality check on the return item if it’s defective or not.*
* *Process the return item base on customer request, replacement or refund.*
* ***Sourcing***
* *Handling all returns/defective items and coordinates this to supplier and creates a report for pulled out.*
* *Also performing inventory and cycle count for good & return stock and documentation.*
* ***Outbound***
* *Process customer purchase such as scanning, picking and packing.*
* *Shipped the package and handover it to 3PL for encoding & sorting for dispatch delivery.*
* *TEJ Natural Product, Taguig City*
* *Part-time HR Assistant*
* *May 2012 – July 2012*
* *SM South Mall Bldg., Real St. Almanza Uno, Las Piñas City*

*DEPARTMENT STORE Operated by Manila Southern Associates, Inc.*

* *Cashier*
* *February 2010 to June 2010*

***ON-THE JOB TRAINING:***

* *10Flr. South Center Tower 2206Market St. Madrigal Business Part Alabang,*
* *Office Assistant*
* *September 2008 - March 2009*

***TRAINING:***

* *Informatics Computer Institute, Las Piñas City*
* *Finishing Course for Call Center Agent NC II*
* *October 2009 - November 2009*

***EDUCATIONAL BACKGROUND:***

***2007 – 2009:    St.  Chamuel Institute of Technology Alabang, Muntinlupa City***

* *Certificate of Recognition*
* *For her Outstanding Scholastic Performance in Computer Science II during prelim of first semester*

*August 2008*

* *Course :****Computer Science 2year***

***2003 – 2007:    Las Piñas East National High School Talon Village Annex***

* *Certificate of Participation*
* *For having Activity Participation in the Saturday Mathematics Program*

*For regular student in mathematic IV*

* *2005 – 2006*

***1997 – 2003:   Almanza 1 Elementary School Las Piñas City***

***SKILLS:***

*Proficient in*

* *Microsoft Office Word \ Power Point \ Excel*

***PERSONAL INFORMATION:***

*Age : 25 years old*

*Birthday : May 5, 1990*

*Civil Status : Single*

*Religion : Roman Catholic*

*Gender : Female*

*Weight : 110*

*Height : 5’3*

*Nationality : Filipino*

*Spoken Languages : English & Filipino*