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**JELF**

**BS Information Technology-Graduate**

**Email Address:** [**jele.276470@2freemail.com**](mailto:jele.276470@2freemail.com)

**POSITION DESIRED:**

* **Logistic Officer**
* **Telephone Operator/Receptionist**
* **Customer Service**
* **Customer Service Concierge**
* **Sales Representative**

**PROFILE:**

* Date of Birth : October 16, 1992
* Place of Birth : Isabela,Philippines
* Weight : 75 kg.
* Height : 6’1’’
* Gender : Male
* Citizenship : Filipino
* Language : Tagalog, English
* Status : Single
* Visa Status : Working Visa

**WORK EXPERIENCE:**

**Client: EMAAR Hospitality and Properties (May 10,2016-Present)**

**Company: Transguard Group LLC**

**Position:** Receptionist/Customer Service Concierge

**Location:** Dubai, United Arab Emirates

**Responsibilities:**

* Greet clients and visitors in a professional and courteous manner.
* Understand and apply security procedures
* Processing Reservation
* Outbound and inbound calls
* Answer queries and information
* Receiving parcels of Tenants
* Mailings

**Fusteka General Trading LLC (Nov.2015 – April 2016**

**Position:** Shipment and Logistic Officer

**Location:** 308,Dar Al Huweida Bldg. near Al Qiayadah Metro Station

**Responsibilities:**

* Tracking the Location of the Shipments
* Opening all Shipments and Checking for possible damages
* Sending Shipments to Iraq
* Inventory for any missing Shipments
* Preparing and packing of Shipments

S**utherland Global Services, Philippines (Feb. 2014 – Nov. 2015)**

**Position:** Customer Service/Technical Support

**Location:** Clark, Pampanga, Philippines

**Responsibilities:**

* Inbound and Outbound Calls from United States, Canada, United Kingdom and etc.
* Selling of Antivirus Software
* Processing Orders and Refund
* Negotiating to the customers and Educating customers about the product

**Government Service Insurance System, Philippines (Nov.2012-Feb. 2013)**

**Position:** On-the Job Training/Practicum

**Location:** Tuguegarao City, Philippines

**Responsibilities:**

* Accepting calls from different part of the Philippines.
* System Administrator
* Secretary

**UCV Shop, University of Cagayan Valley (June 2011-Nov.2012)**

**Position:** Student Aid Scholar/Clerk

**Location:** Tuguegarao City, Cagayan, Philippines

**Responsibilities:**

* System Administrator
* Responsible in assisting students
* Answering calls from University Management
* Secretary

**CERTIFICATES:**

**Sutherland Global Services, Philippines (April 1, 2014 – July 1, 2015)**

Certificate of Employment

**Sutherland Global Services, Philippines (October 5, 2014)**

Certificate of Good Customer Service

**Sutherland Global Services, Philippines (August 2, 2014)**

Certificate of Good Customer Service