**CYNDIE YANA HIYAS**

**Objective:** To be able to impart my knowledge, skills, and capabilities to help contribute in the achievement in the company’s rational goal with respect to the requirements that will be fit my qualifications.

**Related Coursework:** Economics/Econometrics, Statistics, Research, Project Planning and Management, Basic Accounting

**Work Experience**

**VXI Global Holdings**

**Account Associate - August 2014 – July 2016**

**PRINCIPAL ACCOUNTABILITIES:**

* Provide routine information and support to customers of services; schedule activities.
* Answer questions and resolve or refer day-to-day problems and concerns.
* Inspect facilities to ensure employee safety.
* Implementing customer services policies and procedures for the department.
* Handle and transfer all incoming calls according to the standards and procedures of the hotel.
* Handle inquiries by providing appropriate information and following up to ensure completion.
* Take and forward messages accurately and in a timely manner.
* Log & handle customer complaints if possible, or reports them to supervisors.
* Assist in the maintenance of efficient administration preparing and submitting reports on time as directed.
* Assist in the selection, training, and evaluation of subordinate employees.
* Promote teamwork and quality service through daily communication and coordination with other departments.

**Mindanao Development Authority**

On-Job-Training - April 2014- May 2014

* Maintaining up to date document register.
* Responsible for all corresponding incoming and outgoing calls, faxes and e-mails.
* In charge of collecting and filling receiving letter copies and delivery notes.
* Ensure that guests’ expectations are met or exceeded by providing an efficient, friendly and attentive service.

**QUALIFICATION SUMMARY**

* Having 4 + years of experience in Accounts and Customer Service in Philippines
* Proficient knowledge in Microsoft Office Application (WORD, EXCEL & POWERPOINT)
* Enthusiastic, resourceful and trainable; able to easily adapt company rules to a new environment.
* Excellent telephone skills and etiquette.
* Excellent communication skills both in verbal and written.
* Flexible, resourceful and attentive to details.
* Initiative to complete assigned task in a given time frame.
* Smart and willing to share ideas for the benefit of the company.
* Highly motivated and career-oriented.

**EDUCATIONAL BACKGROUND AND DEGREES**

|  |  |  |  |
| --- | --- | --- | --- |
| University | Degree | Specialization | Year Graduated |
| University of Southeastern Philippines | Bachelor of Science in Economics | Economics | April 2015 |

**COMPUTER SKILLS / SOFTWARE SKILLS:**

* Computer Literate (MS Word, Excel, Power point),
* SPSS, Shazam, Version 9.0 and 11.0, Stata Version 10, and Eviews V.8

**LANGUAGES**

* English – Fluent
* Tagalog - Fluent

**PERSONAL INFORMATION**

Name : CYNDIE YANA HIYAS

Date of Birth : April 27,1994

Sex : Female

Civil Status : Single

Nationality : Filipino

**Job Seeker First Name / CV No: 1817982**

[Click to send CV No & get contact details of candidate](http://www.gulfjobseeker.com/feedback/submit_fb_em.php)

