**CV No 1945278**

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**Kristine Joy**

I am a responsible, hardworking and good team player. Performs tasks in a timely manner with less supervision. Fast learner and is willing to undergo trainings for the achievements of the company’s goals and objectives.

**Objective:** To obtain a suitable job or position that offers lots of opportunities for career development and will make best use of my existing skills and experience.

PERSONAL INFORMATION

Age: 26 years old

Birth date: October 09, 1990

Height: 5’1 ft.

Weight: 93 lbs.

Civil Status: Single

Citizenship: Filipino

ACADEMIC QUALIFICATIONS

***Iloilo Science and Technology University***

BS Information Technology (Graduate) – 2007 – 2011

KEY SKILLS AND COMPETENCIES

* Well presented, articulate and a good communicator.
* Excellent telephone and email manner
* Able to work effectively in a fast-paced, busy office or even when under pressure.
* Fast computer navigation.
* Able to do multitasking.
* Can easily adjust to changes.
* Willing to learn.
* Able to manage reports and create documentations.
* MS packages, Word and Excel
* Administrative duties

WORK EXPERIENCE

Receptionist -(February 2015 – August 2016)

**Duties:**

* Taking in calls from employees and clients enquiring regarding employment and benefits issues and status.
* Forwarding calls to correct department.
* Welcomes foreign clients whenever there’s a client visit.
* Welcomes and directs visitors where to go.
* Giving instructions to visitors, normally the applicants about the company’s hiring process and policies.
* Making sure that all visitors have visitor’s pass and the names are logged on the official logbook for security purposes.
* Coordinating with security personnel if employees enter the vicinity without their badge.
* Activate temporary badge for employees who lost or forgot theirs.
* Filing employees’ documents and forward them to the correct department.
* Receives packages for the company and employees and make sure to forward them to mailroom where the owners will claim them.
* Itemizes and logs items for lost and found.

***Convergys Philippines Services Corporation (Amazon UK)***

Customer Service Associate - (2011 - 2014)

Quality Evaluator - (2014-2015)

**Duties:**

* Taking in chat and email queries from customers regarding the status of their orders and more information with certain products.
* Provide support to new colleagues in terms of sharing knowledge and best practices.
* Monitor agents’ performances by making sure that the company’s policies are being following in every interaction with customers.
* Make sure that correct grammar is used in every interaction.
* Sending reports to supervisors about agents’ performances via email to monitor best practices and areas of improvement.
* Conference calls with clients.

***Land Bank of the Philippines (Accounting Department)***

On-the-job Trainee – 2010

**Duties:**

* Making daily and monthly reports for the department’s budget and expenses via MS Excel.
* Answering the phone and forwarding callers on to relevant staff.
* Dealing with incoming calls on behalf of my supervisor.
* Checking that paper is filled up in photocopiers/fax machines. Collecting and signing for deliveries from couriers.
* Accurate data entry and keeping of records via MS Excel.
* Photocopying & printing of documentation.
* Greeting visitors to the office in a professional and friendly manner.
* Making daily and monthly reports for the department’s budget and expenses via MS Excel.

REFERENCES – Available on request

 \****I hereby certify that the above information is true based on my knowledge and belief.\****

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| **Kristine Joy J. Donasco – CV No 1945278**To interview this candidate, please send your company name, vacancy and salary offered details along with this or other CV Reference Numbers that you may have short listed from <http://www.gulfjobseeker.com/employer/cvdatabasepaid.php> addressing to HR Consultant on cvcontacts@gulfjobseekers.comWe will contact the candidates to ensure their availability for your vacancy and send you our service HR Consulting Fees quotation for your approval. Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |