**Meliza**

**Meliza.325774@2freemail.com**

**OBJECTIVE:**

To obtain a position where I could effectively apply my skills and knowledge I’ve learned and to give an opportunity to work productively and accurately in your company. To gain exposure for career advancement and to be part of its people and have a desire for continuous improvement.

**SKILLS:**

 Responsible, hardworking, willing to work with long hours to establish capability.

 Fast learner, flexible and can relate well with people in all levels of organization.

 Honest, patient and with good moral values.

 Computer Literate (MS Office).

**PERSONAL INFORMATION:**

Date of Birth: February 15, 1972

Age: 44

Religion: Church of Christ

Sex: Female

Civil Status: Married

Citizenship: Filipino

Language Ability: English and Filipino

 **EDUCATIONAL BACKGROUND:**

**Tertiary:**

New Era University

(Formerly New Era College)

Quezon City

Bachelor of Science

Major in Psychology

Batch 1993-1994

**Secondary:**

Arellano University Plaridel High School

Mandaluyong City

Batch 1988-1989

**Primary:**

Gen. Emilio Aguinaldo Integrated School

Punta Sta Ana Manila

Batch 1984-1985

**OJT (as part of Curriculum)**

 National Center for Mental Health

Men’s Division

 PET Plans Incorporated

Human Resources Development Department

 New Era University

Elementary Guidance Office

**WORK EXPERIENCE:**

**Office Clerk 1998 - 2000**

Homeland Pinoy

A-121 Jaime Cardinal Sin Village

Punta Sta Ana Manila

**Job Description:**

 Collect, count and disburse money and complete banking transactions.

 Communicate with customers, employees and other individuals to answer questions,

Disseminate or explain information, take orders and address complaints.

 Answer telephones, direct calls and take messages.

 Compile, copy, sort and file records of office activities, business transactions and other activities.

 Complete and mail bills, contracts, policies, invoices or checks.

 Operate office machines such as photocopiers and scanners, voice mail systems and personal computers.

**Customer Service Representative 2007 – 2009**

Telus International Phils. Inc.

Epifanio de los Santos Ave.

Makati Metro Manila

**Job Description:**

 Manage large amounts of incoming call.

 Generate sales leads.

 Identify and assess customers needs to achieve satisfaction.

 Build sustainable relationships of trust through open and interactive communication.

 Provide accurate, valid and complete information by using the right methods.

 Handle complaint provide appropriate solutions and alternatives within the time limit.

 Keep records of customer interactions, process customer’s accounts and file documents

 Follow communication procedures, guidelines and policies.

 Take the extra mile to engage costumer

**Sales Associate 2013- 2016**

Property Company of Friends Inc

55 Tinio st Mandaluyong City

**Job Description:**

 Ensure high levels of customer satisfaction through excellent sales service.

 Asses’ customers’ needs and provide assistance and information on product features.

 Remain knowledgeable on product offered and discuss available options.

 Team up with co- workers to ensure proper customer service.