

**Niña Jessa Macalino – CV No. 1994034**

**CAREER OBJECTIVES:**

To seek a job and opportunities where I can apply and enhance all my knowledge from my past experiences and gain more things and ideas to contribute for the success of the organization.

**PROFILE:**

Experience working in a busy office, including managing and filtering telephone calls and correspondence, diary management, making travel arrangements, excellent communication and interpersonal skills. Educated to standard grade level with good IT skills and proficiency of Microsoft office package. I have good communication and listening skills, which are essential in creating win/win situation in both management, service and project delivery. I am also able to adopt to change and actively look to learn new techniques, develop ideas, skills and knowledge. I work well both as an individual and as part of a team.

**EMPLOYMENT RECORD:**

**RECEPTIONIST CUM ADMIN ASSISTANT** **OCTOBER 2014 – OCTOBER 2016**

**Dubai, UAE**

*Job Description:*

Answering and forwarding of phone calls, taking messages, communicating and tracking.

Record and update mobile phone usage.

Greeting all staff and visitors (the face of the company).

Receiving guests and providing assistance to them e.g. preparing refreshments to clients/visitors.

Prepare and clearing of conference room before and after meetings.

Arranging and tracking international and local courier services.

Handling mail distribution by collecting and distributing mails.

Perform routine clerical and administrative functions such as drafting correspondence

Quotation making, Job Order and Delivery report.

**CUSTOMER SERVICE** **JULY 2013 – AUGUST 2014**

**SM PRIME HOLDINGS INC. (MOA MANILA PHILIPPINES)**

*Job Description:*

deal directly with customers either by telephone, electronically or face to face

respond promptly to customer inquiries

handle and resolve customer complaints

obtain and evaluate all relevant information to handle product and service inquiries

provide pricing and delivery information

perform customer verifications

process orders, forms, applications and requests

organize workflow to meet customer timeframes

direct requests and unresolved issues to the designated resource

manage customers' accounts

keep records of customer interactions and transactions

record details of inquiries, comments and complaints

record details of actions taken

maintain customer databases

manage administration

communicate and coordinate with internal departments

follow up on customer interactions

provide feedback on the efficiency of the customer service process

Education and Experience

High school diploma, general education degree or equivalent

knowledge of customer service principles and practices

knowledge of relevant computer applications

knowledge of administrative procedures

numeric, oral and written language applications

**SALES ASSOCIATE MAY 2012 – JUNE 2013 SMK ELECTRONICS (PHILS.) CORPORATION**

*Job Description:*

Ensure high levels of customer satisfaction through excellent sales service

Assess customer’s needs and provide assistance and information on product features

“Go the extra mile” to drive sales

Maintain in-stock and presentable condition assigned areas

Actively seek out customers in store

Remain knowledgeable on products offered and discuss available options

Cross sell products

Team up with co-workers to ensure proper customer service

Build productive trust relationships with customers

**EDUCATION:**

* **Pampanga State University Collage (August 2008-2012)**

Bachelor of Science in Information Technology

**Graduate**

* **Andress M Luciano High School (June 2002-2008) Graduate**

**SPECIAL SKILLS:**

Knowledge of computers and database/word processing software

Proficient in oral and written English

High degree of flexibility in prioritizing and executing significant task under time constraints

Enthusiastic and result-oriented with a professional attitude and well-groomed at all times

Strong communication, interpersonal, learning and organizing skills

Able to control and manage the job assigned effectively and efficiently

Ability to understand and follow complex oral and written instructions and established and maintain good working relationships with the Managers, and other employees.

**PERSONAL INFORMATION:**

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|  | Date of Birth: | January 1, 1990 |
|  | Age: | 27 years old |
|  | Civil Status: | Single |
|  | Nationality: | Filipino |
|  | Height: | 5’9” |
|  | Weight: | 67 kg. |
|  | Language Spoken: | English & Filipino (Excellent in oral & written) |
|  | Visa Status: | Tourist Visa (Until Mid of February 2017) |
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| **Niña Jessa Macalino – CV No. 1994034**To arrange interview with me, please send your company name, vacancy and salary details to my HR Consultant cvcontacts@gulfjobseekers.com Whatsapp +971504753686\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |