

Lencie

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| Objective |  | My goal is to become the point person for position within the company, utilizing and building upon my skills in sourcing, wholesale, retail, and operating by continuously contributing to the company and seeking out professional development. |
| Skills & Abilities |  | 1. Knowledge in stocks handling and inventory. 2. Knowledge in handling customer complaints 3. Can work under minimal supervision |
| Experience |  | receptionist – cbre philippines for accenture accounts OCTOBER 2014 - OCTOBER 2016   1. Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. 2. Directs visitors by maintaining employee and department directories; giving instructions. 3. Maintains security by following procedures; monitoring logbook; issuing visitor badges. 4. Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.  Customer service representative – Frozen plus distribution inc. DECEMBER 2009-JUNE 2013  1, Resolve customer complaints via phone, email, mail, or social media.  2, Use telephones to reach out to customers and verify account information.  3, Assist with placement of orders, refunds, or exchanges.  4, Place or cancel orders.  5, Coordinating with sales for their orders and assisting delivery follow up. Sales associate – rustan’s department store SEPTEMBER 2007-NOVEMBER 2009   1. Ensuring high levels of customer satisfaction through excellent sales service 2. Assessing customer’s needs and providing assistance and information on product features 3. Welcoming customers to the store and answering their queries |
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| Education |  | STI COLLEGE PASAY – DIPLOMA IN COMPUTER ELECTRONICS TECHNOLOGY |