**JUDYMER**

**JUDYMER.333292@2freemail.com**

 **Career Objective:**

To find more challenging job that provides opportunity for growth and development in a customer related industry. Share my skills and experience towards the fulfillment of the company’s goals and objectives.

 **Special Skills/ Qualifications:**

* An independent and competent professional.
* Excellent written and verbal communication skills.
* Highly trainable and fast learner in any system adopted by the company.
* Strong analytical and leadership skills.
* A team player with strong sense of responsibility and can work under pressure.
* Willing to learn, be trained and is flexible to changes.

 **Educational Attainment:**

**Academic Scholar with the Degree of**

**Bachelor of Science in Marine Transportation**

Capitol University

Cagayan de Oro City, Philippines

Graduated: 2013

 **Work Experiences:**

**RECEPTIONIST CUM SECRETARY**

**PMK Enterprises**

**Cagayan de Oro City, Philippines**

**December 20, 2015 to October 29, 2016**

**Duties and Responsibilities:**

* Received, screened and directed callers to appropriate personnel.
* Welcomed visitors by greeting them, in person or on the telephone and assisted/provided them information to their queries.
* Ensured knowledge of staff movements in and out of organization.
* Provided administrative support to management and the company through conducting and organizing administrative duties and activities including receiving and handling information.
* Prepared and managed correspondence, reports and documents as required.
* Received and sorted posts, documents, fax and deliveries and distributed to appropriate staff.
* Maintained appointment diary, scheduled appointments and organized meetings.
* Monitored and screened all incoming communication for the Manager, prioritized according to importance and brought relevant communication to his/her notice for action.
* Maintained an adequate inventory of office supplies and consumables.

**CALL CENTER AGENT**

**Convergys**

**Cebu City, Philippines**

**July 18, 2014 to November 20, 2015**

**Duties and Responsibilities:**

* Answered incoming calls and responded to customer’s emails in a polite manner.
* Managed and updated the status of each customer in database.
* Ensured feedback from the customer to further improve the customer services.
* Placed outbound follow-up calls and persuade potential customers to complete and submit an application.
* Processed orders, forms and applications and coordinated with the dispatch team to send products or provide services on time to customers.
* Identified customers’ needs, clarify information, research every issue and provide solutions and/or alternatives.
* Maintained communication equipment by reporting problems.
* Provides information regarding the product by explaining the procedure and answering their questions.
* Maintained records of all conversations in our call center database in a comprehensible way and produced call reports.
* Completed call logs.

**SALES ASSOCIATE**

**GAP**

**Cagayan de Oro, Philippines**

**April 1, 2013 to July 3, 2014**

**Duties and Responsibilities:**

* Delivered the best-in class, captivated, branded experience that builds loyalty and enabled consistent sales and profit growth.
* Supported a customer-centric culture, where the full energy and activity of the store team are focused on delivering highly satisfying customer experiences;
* Supported initiatives by displaying expert product knowledge and elevating skills of sales associates.
* Created an awareness of and enthusiasm for best at selling strategies.
* Assisted direct manager in execution and maintenance of company directives.
* Modeled and reinforced brand selling behaviors.
* Displayed general product knowledge of all categories.
* Built customer loyalty through current brand strategies, including credit and customer relationship marketing.
* Understand, adhered to and reinforced brand standards.
* Replenished merchandise to standard to create a full and abundant store.
* Assisted in housekeeping of sales floor and communicated maintenance issue.
* Maintained awareness of all sales, promotions and applicable ringing procedures.
* Reinforced all activities related to providing a safe working environment.
* Reinforced store strategy to reduce shrink.
* Maintained an awareness of loss prevention by supporting a culture of honesty and connecting the links between customer service, associate engagement and shrink.
* Contributed to building a high performance team.
* Assisted in the observation and training of new sales associates, to include mentoring and serving as a shadow partner.
* Communicated effectively with direct Manager, Sales Leadership Team and peers.
* Provided feedback on improvement opportunities.

 **Trainings Attended:**

* Deck Cadet- J West Ocean Lines & Transport, Inc.
* Basic Safety Training
* Proficiency in Survival Craft and Rescue Boats
* Ship Security Awareness Training and Seafarers with Designated Security Duties
* Consolidated MARPOL 73/78 Course

 **Personal Background:**

Birth Date: May 9, 1992

Height: 5’9"

Religion​: IFI

Civil Status​: Single

Nationality: Filipino

Visa Status: Tourist Visa (Valid until March 14, 2017)