Jedidiah

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**Personal Summary**

A graduate of Central Philippine University with aspirations for success. Able to contribute great services through hard work and a positive attitude. Possess strong communication skills and eager to face new and more challenges in life.

**Educational Background**

2007 ̶ 2013 Bachelor of Science in Information Technology

 Central Philippine University

  **(Red ribbon with UAE Stamp)**

2003 – 2007 Secondary

 Filamer Christian College

2006 – 2007 Elementary

 Filamer Christian College

2005 – 2006 Boracay International School

1997 – 2005 President Manuel Roxas Memorial School

**Work Background**

Oct. 18, 2013 – Present Quarito Qualitas, Inc.

 (Globe Telecom, Inc.)

Ultimate Reliever (Customer Service, Cashier, Admin and Shop Specialist.

As a Customer Service Representative:

* Serves customers by providing product and service information; resolving product and service problems.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Maintains financial accounts by processing customer adjustments.
* Recommends potential products or services to management by collecting customer information and analyzing customer needs.
* Prepares product or service reports by collecting and analyzing customer information.
* Contributes to team effort by accomplishing related results as needed.
* Modify customer’s account according to needs and to resolve issues.
* Customer Service orientation – Knowledge, understanding and application of service principles.
* Demonstrates clear grasp and understanding of store operations and its role.
* Opens customer accounts by recording account information.

As a Shop Specialist:

* Generate Sales
* Verifies Subscribers if eligible to maintain a Plan.

As an Admin:

* Responsible for ensuring a product or service meets the established standards of quality including reliability, usability and performance.
* Evaluate, interpret, and implement quality assurance standards.
* Document internal audits and other quality assurance activities.
* Investigate customer complaints and non-conformance issues
* Evaluate audit findings and implement appropriate corrective actions
* Responsible for document management systems
* Assure ongoing compliance with standard processes.
* Ensures timely and accurate activation of new accounts.

As a Cashier:

* Responsible for taking money in the form of cash, check, or credit card from customers as payments for their account as well as purchases. Scans items, provides change, balances drawer, and processes card transactions.
* Issues official receipt in exchange for payments received from customers.
* Issues Delivery Receipt to staff and customers in the absence of MTPOS.
* Prepares deposit slips for all collections received for the day.
* Responsible for the safekeeping and accountability of all collection e.g. cash, checks or cash equivalent.
* Prepare and submit in a timely and accurate manner all required daily reports relating to Inventory Management and Cash Monitoring.
* Accept and check delivery of all accountable forms and safe keep the same.
* Responsible for ensuring change fund is always intact.

**Skills**

Personal:

* Holds red ribbon with UAE Stamp
* Fast Learner
* Self-motivated
* Versatile
* Patient
* Dedicated
* Enthusiastic
* Hardworking
* Honest
* Accurate

Communication:

 • Oral

 • Written

Computer:

 • Hardware and Software Maintenance

 • Microsoft Office

 • Programming Languages (HTML, PHP, CSS, C#)