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|  |  | | **KRISTELYN** | | | | |  |
|  | Email: [kristelyn.336706@2freemail.com](mailto:kristelyn.336706@2freemail.com) | | | | |  |
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|  | **SUMMARY:** | | |  |  |  |  |  |
|  |  | |  |  |  |  |  |  |
|  |  | | Profile: | Female , 24 , Single | | |  |  |
|  |  | | Nationality: | Filipino | | |  |  |
|  |  | | Current Location: | Sharjah, United Arab Emirates | | |  |  |
|  |  | |  |  |  |  |  |  |
|  |  | |  |  |  |  |  |  |
|  | **WORKING EXPERIENCE** | | |  |  |  |  |  |
|  |  |  | |  |  |  |  |  |
|  | **July 2015 – July 2016** | **Synnex-Concentrix Corporation** | | | | | **Manila, Phlippines** |  |
|  |  | **Customer Service Associate** | | | | |  |  |
|  |  | • Prepares for customer inquiries by studying products, services, and customer service processes. | | | | | |  |
|  |  | • Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.  • Records customer inquiries by documenting inquiry and response in customers' accounts.  • Improves quality service by recommending improved processes; identifying new product and service applications.  • Updates job knowledge by participating in educational opportunities.  • Accomplishes customer service and organization mission by completing related results as needed. | | | | | |  |
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|  | **June 2014 - June 2015** | **Lazer Music Inc.** | | | | | **Manila, Philippines** |  |
|  |  | **Branch Cashier, Sales Staff** | | | | |  |  |
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|  |  |  | | | | | |  |
|  |  | • Handling all the cash transaction of the store | | | | | |  |
|  |  | • Receive payment by cash, cheques, credit card etc | | | | | |  |
|  |  | • Checking daily cash accounts  • Guiding and solving queries of customer  • Maintaining monthly, weekly and daily report of transactions  • Be involved in stock control and management. • Assisting shoppers to find the goods and products they are looking for. • Stocking shelves with merchandise. • Answering queries from customers. • Reporting discrepancies and problems to the supervisor. | | | | | |  |
|  |  |  | | | | |  |  |
|  | **Feb. 2012 – May 2013** | **Atty. Rambuyong Law Office** | | | | | **Manila, Philippines** |  |
|  |  | **Office Secretary** | | | | | |  |
|  |  |  | |  |  |  |  |  |
|  |  | • Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals. | | | | | |  |
|  |  | • Arrange conferences, meetings, and travel reservations for office personnel. | | | | | |  |
|  |  | • Complete forms in accordance with company procedures. | | | | | |  |
|  |  | • Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing and other applications. | | | | | |  |
|  |  | • Conduct searches to find needed information, using such sources as the Internet. | | | | | |  |
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|  | **May 2010 - Sept 2011** | **Cybr Network and Internet Cafe** | | | | | **Manila, Philippines** |  |
|  |  | **Staff, Cashier, Coordinator** | | | | | |  |
|  |  |  | | | | | |  |
|  |  |  | |  |  |  |  |  |
|  |  | • Maintaining monthly, weekly and daily report of transactions  • Guiding and solving queries of customer  • Handling all the cash transaction of the store  • Assists customers in an enthusiastic and courteous manner; provides “wow” customer service. | | | | | |  |
|  |  |  | |  |  |  |  |  |
|  | **EDUCATION** | | |  |  |  |  |  |
|  |  | |  |  |  |  |  |  |
|  | Jun 2008 - Mar 2009 | | **LAS PINAS EAST, NATIONAL HIGH SCHOOL** | | | | **Manila , Philippines** |  |
|  | May 2009 –Jan 2010 | | **SHALOM CAREGIVER INC***.* **Manila, Philippines** | | | | |  |
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|  | **LANGUAGES** | | |  |  |  |  |  |
|  |  | |  |  |  |  |  |  |
|  |  | | • Filipino | | | | Native |  |
|  |  | | • English (Reading, Writing, and Speaking) | | | | Fluent |  |