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|  |  | **KRISTELYN** |  |
|  | Email: 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. |  |
|  |  |  |  |  |  |  |  |
|  | **June 2014 - June 2015** | **Lazer Music Inc.** | **Manila, Philippines** |  |
|  |  | **Branch Cashier, Sales Staff** |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |
|  |  | • 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** |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | **LANGUAGES** |   |   |   |   |  |
|  |  |  |  |  |  |  |  |
|  |  | • Filipino | Native |  |
|  |  | • English (Reading, Writing, and Speaking) | Fluent |  |