**JOLIJAE**



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**Dbai, U**



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# OBJECTIVE

To obtain a job that will challenge and allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.

# KEY COMPETENCIES

* Proficient in application of Microsoft office.
* Team player with excellent leadership qualities.
* Good communication skills.
* Can work under pressure and able to multitask.
* Proficient in English Communication and Excellent Negotiation skills.

# EDUCATIONAL BACKGROUND

## Business Management

Systems Plus College Foundation

Angeles City, Philippines

2013 - 2015

# PROFESSIONAL EXPERIENCE

## Sutherland Global Services

Clark Field Pampanga, Philippines

April 2015 – November 2016

SERVICE CONSULTANT

* Answer calls and respond to emails.
* Handles customer inquiries both telephonically and by email.
* Fulfills requests by getting relevant information, completing transactions, forwarding requests.
* Guides customers on pay pal payment and refund.
* Maintains call center database by entering information.
* Manages and resolve customer complaints.
* Follow-up on orders if necessary.
* Sells additional services/products by explaining new features.

## Golders Green Enterprise

Pampanga, Philippines

May 2013 – January 2015

OFFICE ASSISTANT

* Manage incoming email correspondence/inquiries.
* Answer incoming calls and answer inquiries.
* Maintain and organize schedules and calendar events.
* Set up and maintain filing systems.
* Research and collate information requested and needed in the office.
* Maintain petty cash and process daily expense requirements.

ASSET MANAGEMENT

* Manage and review receipt/dispatch documentation of industrial equipment. • Conduct monthly inventory and examination of industrial equipments
* Arrange disposal of defective industrial equipment.

# PERSONAL DETAILS

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| Nationality : | Filipino |
| Birth date : | March 30, 1995 |
| Visa Status : | Tourist |
| Language : | English; Filipino |
| Availability : | Immediately |