

**JOY**

[**JOY.349758@2freemail.com**](mailto:JOY.349758@2freemail.com)

**OBJECTIVE**

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Secure a position that will enable me to use my strong communication and organizational skills, customer service background and my ability to work well with people.

**WORK EXPERIENCES**

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CUSTOMER SERVICE REPRESENTATIVE

Sitel Philippines Incorporation,

US Credit Card Account - CapitalOne Bank

February 2015 - January 2017

Handle customer inquiries, complaints, billing questions and payment extension or service requests about their credit card account. Calm angry callers, repair trust, locate resources for problem resolution and design best-option solutions.

Key Accomplishments:

* Officially commended for initiative, enthusiasm, patience, persuasiveness, intense customer focus and dependability in performance evaluations.
* Presented and promote company products and services to present and potential clients.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.

OFFICE STUDENT ASSISTANT

College of Nursing, University of the Cordilleras

June 2012 – January 2015

Handle student’s and staff’s inquiries. Store, organize and manages files. Answers phone calls, takes memos, type, edit and proofread documents.

Assist with event planning and implementation, ensure office equipment is properly maintained and serviced, monitor and maintain office supplies, perform work related errands as requested such as going to the post office and bank and keep office area clean and tidy.

**SKILLS**

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* Excellent English Communication Skill
* Typing Skill – 60 words per minute
* Multi-tasking Skill
* Organizational Skill
* Good Listening Skill
* Adaptable and have the ability to work under pressure
* Strong analytical and problem-solving skill
* Computer Literate- MS Word, MS Outlook, MS Excel, MS Access, MS PowerPoint

**EDUCATION**

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BACHELOR OF SCIENCE IN OFFICE ADMINISTRATION

University of the Cordilleras

Baguio City, Philippines

June 2012 – August 2015

HIGH SCHOOL GRADUATE

Benguet National High School

Benguet, Philippines

June 2008-April 2012

**AWARDS**

**---------------------------------------------------------------------------------------------------------------------**CUMLAUDE**,** College Scholar& Dean’s Lister

**PERSONAL DATA**

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Nationality: Filipino

Status: Single

Language Spoken: English and Filipino

Gender: Female

Date of Birth: December 02, 1995

Height: 152 cm

Weight: 50 kg

REFERENCES: Available upon request.