**Jherlyn**

Email Address: [jherlyn.350724@2freemail.com](mailto:jherlyn.350724@2freemail.com)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PERSONAL SUMMARY**

A customer-service focused individual who has a strong desire to be a part of an award-winning team. Jherlyn comes to you with a background in ensuring that the needs of customers are always met. She is someone who possess a variety of competencies that set her apart from other candidates, chief amongst these is her ability to contribute to the growth of a business. As a seasoned professional she can handle upset or difficult customers, make decisions under pressure and also lead, coach and mentor staff. Aside from her technical competencies, her pleasant manner and excellent communication skills allow her to provide outstanding customer service in any industry. At the moment she is looking for a suitable position with a company where hard work is rewarded and top performers move up quickly.

**PERSONAL INFORMATION**

* Date of Birth – March 13, 1990
* Age – 26
* Gender – Female
* Nationality – Filipino
* Civil Status – Married

**PROFESSIONAL EXPERIENCE**

**Professional**

* Able to use appropriate words and tone when dealing with difficult customers.
* Building customer relationships.
* Documenting Customer Service processes.
* Writing up Customer Service training materials.
* In-depth knowledge of Microsoft Office Excel and Word.
* Ability to adapt to a flexible schedule.
* Superb organizing and prioritizing skills.
* Fully aware of data protection legislation and confidentiality issues.

**Personal**

* Excellent oral and written communication skills.
* Friendly, helpful and knowledgeable.

**CAREER HISTORY**

* **CUSTOMER SERVICE EXECUTIVE** –

**Beauty Elements Ventures Inc**

Maker of **“Kojie San Beauty Products**

San Pablo City, Laguna, Philippines

September 2015 to January 2017

* **CUSTOMER RELATIONS SPECIALIST** –

**Beauty Elements Ventures Inc**

Maker of **“Kojie San Beauty Products**

San Pablo City, Laguna, Philippines

July 2014 to August 2015

* **CUSTOMER SERVICE REPRESENTATIVE – SFM Corporation**

Authorized Dealer – **Mitsubishi Motors**

San Pablo City, Laguna, Philippines

September 2015 to January 2017

**AREAS OF EXPERTISE**

* Customer Handling
* Customer Service

**ACADEMIC QUALIFICATIONS**

* College: **Bachelor of Science in Psychology**

San Pablo Colleges

Hermanos Belen, San Pablo City, Laguna, Philippines

Year Graduated: 2013

*I hereby certify that the above information are true and correct to the best of my knowledge and belief.*

**Jherlyn**