**JUSTINE**

*Address:* Dubai, UAE

*Email:* justine.353845@2freemail.com

**CAREER OBJECTIVE**

To be able to incorporate the skills and knowledge I have gathered in four years of previous work experience to the extent of my capacity and make a significant contribution in a highly motivated company where there are opportunities for personal and professional advancement.

**KEY STRENGTHS**

* Flexible with working schedules and can work with minimal supervision.
* Meticulous, organized and efficient in performing office tasks such as updating databases, generating reports, documents and communication.
* Well-versed in the usage of everyday business applications like Microsoft Office and internet tools; fast learner of any other work-specific applications, having handled multiple types of CRMs from different international financial institutions.

**PERSONAL INFORMATION**

*Birthdate* : August 31, 1991

*Birthplace* : Quezon City, Philippines

*Nationality* : Filipino

*Languages* : English, Filipino

*Eligibility* : Civil Service Examination Sub-Professional and Professional Passer

**EDUCATIONAL BACKGROUND**

Tertiary Level **AB POLITICAL SCIENCE**

**Asian Institute for Distance Education**

*106 Perea St., Legaspi Village, Makati City*

Secondary Level **The Westminster School**

*Al Qusais, Dubai, United Arab Emirates*

**WORK EXPERIENCE**

August 2015 – March 2017 **CUSTOMER SOLUTIONS OFFICER**

**Citigroup Business Process Solutions Pte. Ltd**

*Citi Plaza, 34th St, Bonifacio Global City, Taguig*

*Metro Manila, Philippines*

Job description:

* Create a remarkable client experience by encouraging and fortifying customer loyalty and satisfaction for both Citibank and our partner Best Buy, through efficient and precise resolution of queries about payments, billing, promotions, rewards and other card usage concerns.
* Meet required key performance indicators and strengthen company branding and reputation amongst Citibank client base located both in the United States, as well as the Philippines.
* Assist with the mentoring of new hires in terms of customer interaction and following correct procedures that might impact both customer satisfaction and company compliance with banking regulations.
* Conduct one-on-one coaching with agents, call quality analysis and prepare periodic performance reports to be presented to the Unit Managers and Operations Manager.

**ELECTRONIC DATA MANAGEMENT OFFICER**

**Citigroup Business Process Solutions Pte. Ltd**

*Citi Plaza, 34th St, Bonifacio Global City, Taguig*

*Metro Manila, Philippines*

* Developing and maintaining a comprehensive database in conjunction with internal and external partners in Citibank Retail Services.
* Ensure that operational support is available to all customer solutions officers by consistently updating the process and procedures knowledge base, and to act as a central point of contact for all issues associated with the maintenance of the database.

July 2013 – July 2015 **CUSTOMER CARE PROFESSIONAL**

**American Express (VXI Global Holdings B.V)**

*SM Cyber Two, Jupiter & Zodiac Sts, corner Buendia Ave.*

*Makati City, Philippines*

Job description:

* Provide exceptional customer care experience through prompt and accurate resolution of card members’ concerns and inquiries about billing, payments and other credit card concerns.
* Reinforcing brand loyalty and deepen customer engagement across all products and services to increase revenue through personalized relevant offers, credit card upselling and cross-selling and education about membership benefits.
* Meet required targets in terms of customer satisfaction as well as sales targets in accordance with banking regulations.

March 2012 – July 2013 **DOCUMENT CONTROLLER**

**Department of Public Works and Highways (South Manila District Engineering Office)**

*8th Street, corner Bonifacio Drive, Port Area, Manila, Philippines*

Job description:

* Maintaining the filing system and tracking changes within the documents used for projects handled by the South Manila District Engineering office.
* Filing and organizing records of blueprints, permits and contract agreements of each project of the department for efficient retrieval.

October 2011 – March 2012 **INTERN – RECORDS MANAGEMENT**

 **National Irrigation Administration**

 *Naga, Camarines Sur, Philippines*

Job description:

* Ensures that records needed are properly maintained and are readily available;
* Ensures the proper labeling, storage and protection of files following retention periods, proper labeling of filing equipment, segregation of active from inactive files; and disposal of obsolete records;
* Coordinates closely with the organization’s Department/Division Heads on matters concerning Records Management as per instructions of Records and Documents Controller.

June 2011 – October 2011 **INTERN**

 **Regional Trial Court**

*Naga, Camarines Sur, Philippines*

Job description:

* Ensures case files are properly stored and updated.
* Creates case reports and summaries for reference of the prosecutors as well as the presiding judges.