**QUALIFICATION SUMMARY:**

* Proficient in Microsoft Office suite programs such as Microsoft Word, Excel and PowerPoint
* Highly analytical and has a detail oriented approach towards work processes
* Ability to work under pressure with extreme accuracy
* Excellent organization, communication and interpersonal skills, with a proven track record of organizing workflow and operations.
* A team player, analytical and critical, highly motivated with a strong work ethic.
* Sharp, innovative, quick learner, with the ability to adapt quickly to a challenge.
* Enthusiastic and committed to professional excellence in the field of marketing and business administration.

**PROFESSIONAL EXPERIENCE**

**OFFICE SECRETARY/RECEPTIONIST**

***Aug 2014- Sept 2016***

***WILLOWTREE DEVELOPMENT CORP, Philippines***

* Undertakes all receptionist and secretarial duties .
* Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
* Develop and maintain a filing system
* Check frequently the levels of office supplies and place appropriate orders
* Ensure that project contracts and bids are complete and filed on time.

**CUSTOMER SERVICE REPRESENTATIVE/MARKETING STAFF/ADMIN. STAFF**

***May 2013- June 2014***

***PLDT (Philippine Long Distance Telecommunication Company)*, Philippines**

* Manage effective and efficient operations of inbound customer contact centre for Home customers with reference to established Home Business strategies and service level agreements
* Manage customer requests, inquiries, and complaints covering products, services, billing, and other concerns received thru the hotline
* Facilitate escalation and coordinate with concerned units to expedite resolution of pending requests and complaints

**RETAIL STORE ASST. STORE KEEPER**

***2008-2016***

***FAMILY BUSINESS, Philippines***

* Oversees and administers the operations of a store. Receives, identifies and verifies merchandise. Provides information to and assists customers.

**ON THE JOB TRAINEE**

**November 2012 – January 2013**

***UNIVERSAL STOREFRONT SERVICES CORPORATION***

* Organizing and storing paperwork, documents and computer-based information.
* In charge in assisting costumers in their transactions such as remittances, bill payments and foreign currency exchange.
* Undertake occasional receptionist duties

**Jornalene**



**[Jornalene.359585@2freemail.com](mailto:Jornalene.359585@2freemail.com)**

***PERSONAL INFORMATION:***

**BIRTHDATE: December 3, 1991**

**NATIONALITY: Filipino**

**CIVIL STATUS: Single**

**VISA STATUS: Tourist Visa**

***QUALIFICATIONS:***

* **Bachelor of Science in Business Administration Major in Marketing**

April 2013

St. Louis University

Baguio City, Philippines

* **Civil Service Eligibility Exam For Professional Level** Oct 2013

Baguio City, Philippines

***TRAININGS:***

* **Convergys Customer Service Training**
* **Universal Storefront Services Corp.**