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 **GLADYS**

**GLADYS.367133@2freemail.com**

**OBJECTIVES**

To join a well-established organization that can offer a constructive workplace for communicating and interacting with customers; secure a position that will enable me to use my strong communication & organizational skills, and my ability to work well with different individuals.

**KEY COMPETENCIES**

* Knowledge of computer and relevant software application
* Communication skills
* Organizing and attention to details
* Adaptability
* Confidentiality
* Customer service skills

**WORKING EXPERIENCE**

**MAX’S GROUP INC.**

Telemaketer/ Customer Service Representative

September 2016 – March 2017

* Answering phone calls of clients
* Encoding information of new clients
* Order taking products of 5 brands (MAXS RESTAURANT, YELLOW CAB, KRISPY KREME, PANCAKE HOUSE, TERIYAKI BOY)
* Computing bills of clients
* Fixing complaints of clients and answering their queries
* Helps upright sales to achieve sustainable results
* Checking store updates and out of stock products

**SM SAVEMORE SANFORD MARKETING CORP.**

Cashier - Service Crew

February – July 2016

* Specialized in providing outstanding Excellent Customer Service
* En sure customer’s satisfaction by providing efficient and quality service
* Expert and responsible with:
* Cash payments
* Credit /Debit cards payments
* Telephone calls/inquiry
* Assisting colleagues occasionally if required
* Verify the accuracy, acceptability of the payments received and provide change for cash purchases
* Calculates discounts or references; requests customer identification for certain discounts and receipts as required
* Responsible for keeping a till or cash drawer in balance and counting the drawer at the end of shift for all payment transactions processed
* Provide accurate answers to product and payment-related queries
* Resolve customer complaints in efficiently manner
* Ensures that receipts issued properly for every payments received from the customers
* Also assisting in other areas such as shelf stocking, product display, pricing and clean-up

**PRU-LIFE UK**

Secretary/ Personal Assistant

August- November 2015

* Answering phone calls and queries of the clients
* Assist the office in filling duties
* Reroute calls to appropriate quarters
* Answer inquiries about company
* Get water for staff and/or prepare coffee
* Hang company policies on walls around the office
* Operate office machines like personal computers, scanners, photocopiers, facsimile machines and voice mail systems
* Retrieve files for personnel
* Take and deliver messages
* Sort as well as distribute incoming mail
* Demonstrate friendly and cooperative attitude and maintain high level of customer care
* Monitoring the lapsed payment of clients every month and the agents clients under the unit manager supervisory
* Making reports of sales every month

**EDUCATION**

**On-the job training**

**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION**

**(DOCKET ENFORCEMENT DIVISION)**

**June – August 2015**

**PHILIPPINE NATIONAL BANK**

**(MARKETING DEPARTMENT)**

**December 2015 – February 2016**

**Bachelor of Science in Business Administration major in Marketing Management – 2012-2016**

In Eulogio Amang Rodriguez Institute of Science and Technology

**High School Diploma – 2008-2012**

San Pablo 2nd National Highschool

**PERSONAL DATA**

Religion: Roman Catholic

Nationality: Filipino

Date of Birth: December 31, 1995

Language: English and Tagalog

Visa Status: Tourist Visa ( APRIL TO JULY )

Availability : Immediately with College Degree Diploma and Transcript of Records