**Curriculum Vitae** **Laiza** **Laiza.368523@2freemail.com**



**OBJECTIVE:**

To be part of a COMPANY where goals are set to customer’s satisfaction, and extend and enhanced my expertise and knowledge.

**QUALIFICATION:**

Bachelor of Science in Business Administration

Computer competencies: Windows Operating Systems and Internet Literacy.

**CAREER SUMMARY:**

A competent and efficient Customer Service Assistant, with experience in administrative support on daily operations.

Demonstrate capacity in providing comprehensive and exceptional client service consistently exceeding management expectations.

**Curriculum Vitae** **Laiza**

Adept at developing and maintaining detailed administrative and procedural processes that improves accuracy and efficiency, and achieve organizational objectives.

**PROFESSIONAL EXPERIENCE:**

**Mainstream Business Inc. – The SM Store Baguio City, Philippines Customer Service Assistant / Account Assistant**

**June 2016 – October 2016**

**Responsibilities:**

In-charge in collecting payments from customers such as credit card payments, utility bills payment and remittances.

Reconciliation of collected cash with Accounts to verify cash against receipts.

Issuing voucher to redeem points and verify eligibility of the customer prior to issuance of voucher.

Respond to customer inquiries via telephone and in person over the counter.

In-charge in retail section for prepaid services and prepare report such as numbers of prepaid that is about to expire for exchange and to prepare request for additional stocks.

File and maintain hardcopy documents in an easy retrievable system.

**ON THE JOB TRAINING:**

**Social Security System, Dagupan City, Philippines**

**Trainee Service Representative**

**November 2015 – February 2016**

**Responsibilities:**

Respond to customer inquiries via telephone and in person over the counter. File and maintain hardcopy documents in an easy retrievable system.

**EDUCATIONAL BACKGROUND:**

**Bachelor of Science in Business Administration Major in Financial Management University of Pangasinan**

**June 2012 to March 2016**

**CHARACTER REFERENCES:** Will be provided upon request

**DESIRED LOCATION:** Abu Dhabi / Dubai