**Nanette**

**Customer Service Executive / Archive Clerk / Admin Assistant / Export Coordinator**

# Summary

With over 4 years of experience in export coordination including customer care, sales support and management support. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use any proven skills and capabilities in any field of work which promotes professional growth.

# Experience

Business Owned November 2018 – Present

Goldilocks Retailer Bake Shop Batangas, Philippines

# Responsibilities

* Ensuring to give great customer service as well as monitoring the financial performance of the store.
* Managing Budget.
* Receiving and checking of the delivery.
* Monitoring and ordering everyday stock.
* Perform customer service & taking advance order from customer.
* Cake decorating.
* Ensuring that products are available for customer to buy.
* To check shelves and replenish supplies of any product that are running low.
* To check dates or product labels and remove any product that have passed their sell date.
* Coordinates with company officer if there are some concerns and issue.

# Experience

Customer Service Executive / Operation Department June 2018 – September 2018

Three Lines Shipping LLC

# Responsibilities

* Maintaining customer focus on all time and answering customer's enquiries using standard guidelines.
* Taking ownership of complaint and queries and proactively following through resolution.
* Maintaining records through documents and Info suit of all transaction and interaction made by the customer.
* Ensuring that all customer queries are well-investigated and resolved.
* Perform various customer service activities, including selling and handling new and existing accounts.
* Handling client problems, answer general inquiries and problems.



# Personal Information

# E-mail

nanette-391347@2freemail.com

# Date of birth

1977-01-02

# Skills

Communication, Attention to details, Patience, Teamwork, Logistic expertise.

# Software

Knowledge in Microsoft Software (MS Excel, MS Word), Mirsal II, Dubai Chamber of Commerce.

Knowledge in Flair Software and E-Freight Software

* Maintain, grow, and build long term relationships with account portfolio via phone calls, emails, and job quality follow up.
* Act as liaison between clients and operation and others to ensure efficient service levels are delivered to the clients.
* To check and raise invoices as per company objectives and ensure efficient service levels are delivered to the clients.
* To check and raise invoices as per company objectives and ensure same as delivered to the correct person with delivery deadline agreed.
* Identify and escalating consistent or recurring problems with the system functionality.
* Assisting management and Team Manager with any assigned special projects and providing backup to the team manager when required.
* Preparing all the relevant documents for internal audit procedures.
* Assisting the operations team when required for job opening and closing.
* Attending team meeting and sharing best practice with colleagues.
* Additional duties as assigned.

# Experience

Export Coordinator / Archive Clerk / Operation Department September 2014 – May 2018

Sea Prince Clearing & Shipping Co. LLC

# Responsibilities

* Handling all ocean export shipment including contact the customer, pick up, documentation check, shipment booking.
* Negotiated and arranged transport of goods with shipping and freight forwarding company.
* Request quotation from the shipping line and trucking services for shipments.
* Coordinate with customer and warehouse colleague and lead time of goods.
* Prepares all shipping documents: Invoices, Packing List, Certificate of Origin, Export Declaration.
* Prepares documentation for all modes of transportation (e.g. Master and House Bill of Lading)
* Monitor shipment from load port till port of destination.
* Sending Pre-Alert and updating customer for the status of shipment.
* Act as backbone for Sales Team.

# Education

La Consolacion College, Mendiola Manila,Philippines

Bachelor of Science in Business Administration Major in Business Administration

June 1994 – March 1998

# Certificate

* Shift Supervisor’s Training Program – October 2011
* Orkin UAE Initial Pest Management Training /

Orkin International Franchise Initial Training Program for Basic Pest Management Procedures. – June 2010