To utilize my capabilities and providing a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

PERSONAL INFORMATION

Height: 5'5"

Weight: 60kgs

Nationality: Filipino

Civil Status: Single

Birthdate: September 5 1992

CONTACT

EMAIL:

**Donell-397462@gulfjobseeker.com**

SKILLS

Leadership skills and Adaptability to new environment.

Willingness to learn, enthusiastic and committed

Excellent IT skills with knowledge of all Microsoft Office applications and social media.

English Communication and Ability to work under pressure.

Decision Making and Time management

Strong administrative and organizational skills.

Self-Motivation and Conflict Resolution

LANGUAGE

English, Tagalog & Hiligaynon

Status Visa: Visit Visa

Notice: Willing to start immediately

Donell



Trustworthy. Goal Oriented. Fun to be with. Skilled Customer Service.

Attentive to detail. Initiative. Multi-tasking. Positive. Can work under Pressure.

EDUCATIONAL

June 1999 - Assumption Socio Educational Center

March 2005 Elementary Graduate

June 2005 - Colegio de San Jose

March 2009 High School Graduate (81.96 Grade)

June 2009 - West Visayas State University

March 2013 BS in Mass Communications

BS in Information Technology (2.13 Grade)

WORK EXPERIENCE

 **Customer Service Representative**

**March 2019 - October 2019 (Walmart.com & Amazon.com Account)**

*One of the biggest Online Retail Shopping in United States. Manage large amounts of inbound and outbound calls in a timely manner. Follow communication “scripts” when handling different topics. Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives. Seize opportunities to upsell products when they arise. Build sustainable relationships and engage customers by taking the extra mile. Keep records of all conversations in our call center database in a comprehensible way. Frequently attend educational seminars to improve knowledge and performance level. Meet personal/team qualitative and quantitative targets, etc.*

**Ace Hardware Philippines Inc. – Customer Service/Store Supervisor October 2015 – February 2019**

*Handling 70+ employees both outright and consignor. Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback. Strategizing and monitoring daily activities of customer service operation. Assisting customer service staff with duties where required. Training staff in areas of customer service and company policies. Managing cashier coverage and customer flow to ensure proficient customer service. Monitoring and authenticating returns, exchanges and voids. Investigating and solving customer service complaints. Assisting with development and implementation of service policies, and explaining these to staff and customers. Maintaining documentation pertaining to customer service department activities. Performing additional duties where needed. Identifying customer inquiries and complaints and making appropriate recommendations for corrective solutions to meet their needs and expectations, etc.*

**Quix Supermarket – Store Manager**

**September 2013 – October 2015 (Philippines)**

*Handling 30+ employees. Managed day to day total store operations including customer service, training and development of all store employees, labor management, cash and inventory control, asset protection, store conditions, and performance management. Planned, implemented, and followed-up on weekly sales programs. Managed, controlled, and tracked store payroll and budget. Executed communication, training and strategic plans through actively engaging with store employees and category managers. Conducted store tours to evaluate store conditions and react and implement timely solutions accordingly. Managed hiring process, personnel work schedules and attendance procedures, etc.*

**Surplus Store**

**Retail Senior SalesAssociate/TeamLeader/Cashier**

**March 2013 – September 2013 (Philippines)**

*Responsible for all sales activities and sales associate job duties, from greeting customers, answering questions, offering assistance, suggesting items, lending opinions and providing product information. Demonstrating outstanding customer service and selling skills, keeping the selling floor stocked with merchandise, assisting in display of merchandise or organizing the selling floor and stock areas. Process payments by totaling purchases; processing checks, cash and store or other credit cards. Dealing with customer refunds courteously and professionally. Maintains a professional attitude with sincerity and enthusiasm reflecting store's commitment to customer. Reading and checking current vendor tags and pamphlets and attending training classes in order to communicate it to the customer. Attentiveness with promotional events and sales*

**SPI Global Iloilo – Customer Service Representative/Team Leader**

**May 2010 – February 2013 (12 Seasonal Ramps - Philippines)**

*Answer incoming calls and respond to customer’s emails. Management and resolve customer complaints. Sell products and place customer orders in the computer system. Identify and escalate issues to supervisors. Provide product and service information to customers. Research required information using available resources. Research, identify, and resolve customer complaints using applicable software. Process orders, forms, and application. Route calls to appropriate resources. Document all call information according to standard operating procedures. Recognize, document, and alert the management team of trends in customer calls. Follow up customer calls where necessary. Upsell products and services. Complete call logs and reports. Other duties as assigned, etc.*

ACHIEVEMENTS

WVSU - College Red Cross Youth

President for SY 2011 – 2012 , Vice President for SY 2010 WVSU - Multimedia Major Society 2nd Year Section Representative SY 2011 Rotaract Club of Iloilo South

Director for Professional Development Year 2011

Director for Club Service Committee Year 2012

Aksyon Radyo Reporter – April to May 2010 Philippine Election