**[Maureen.285858@2freemail.com](mailto:Maureen.285858@2freemail.com)**

**CAREER OBJECTIVE:**

Seeking long term employment in an organization where I can grow professionally and further enhance my skills, knowledge and experience to face the challenges of today’s changing work environment.

**WORK EXPERIENCE**

**Convergys -** Northgate CyberzoneAlabang

**Customer Service Representative**

July 2, 2014- February 27, 2016

* Billing concerns
  + Paying bills and Explaining the charges on the account
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information and maintains customer records by updating account information
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
* Providing great customer service.

**Profriends – Lancaster Real Estate–** Imus Cavite

**Secretary / Admin Assistant**

April 21, 2014 – June 28, 2014

* Performs administrative and office support activities for multiple supervisors
* Include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing.

**Jops Shell art –Paranaque City**

**Receptionist / Cashier**

**November 2012 – December 2013**

* Greeting customer upon entering the shop.
* Receiving and directing visitors and buyers.
* Receive payments by cash, cheque’s , credit card and etc
* Provide assistance for customer concerns and inquiry.
* Checking stocks and displays of the product.
* Follow up orders for the customer.
* Report directly to the supervisor about the sales every week.

**Bigslick E-Games –Paranaque City**

**Cashier / Gaming Assistant**

**October 2010 – December 2011**

* Greet the customers entering the establishments.
* Receive payments.
* Checking daily cash accounts.
* Guiding and solving queries of customer.
* Maintaining daily, weekly and monthly report of transactions.

**SKILLS AND QUALIFICATION:**

* Knowledgeable in MS Office (Word, Excel, PowerPoint)
* Basic Knowledge on Programming (Turbo C , C++)
* Good Communication Skills
* Customer care

**EDUCATIONAL ATTAINMENT**

**Tertiary:** **Technological University of the Philippines**

Ayala Blvd. Ermita, Manila

**Bachelor of Arts in Management Major in Industrial Management** (BAM-IM)

Graduated: 2014

**Technological University of the Philippines – Cavite**

CQT Ave. Brgy.Salawag, Dasmariñas City, Cavite

**Computer Engineering Technology** (CoET)

Graduated: 2012

**SEMINARS ATTENDED**

* **Leadership with Purpose, Ethical Decision Making and the Value of Character,** Technological University of the Philippines, August 14, 2013
* **Resume Writing, Job Interview Techniques and Account Management,**

Technological University of the Philippines, August 12, 2013

* **Young Entrepreneurs Sponsorship Program**(Boardwalk YES Program)

Technological University of the Philippines, September 5, 2013

**PERSONAL INFORMATION:**

**Birth date :** October 09, 1992

**Age :** 23 years old

**Civil Status :** Single