James

# **Objective**

# To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

**Work Experience:**

**(UNITED ARAB EMIRATES)**

1. 2019

Data Entry Clerk

* In charge of data gathering and document verification.
* Entering and updating information into the database.
* Correcting errors and organizing information in a manner that will optimize swift and accurate data capturing.
* Storing data backups.
* Handling additional duties from time to time.

2017-2018

Supervisor

Jamaica Blue, Dubai, United Arab Emirates

* Overseeing shift’s operation.
* Manages daily inventory.
* Compiling, verifying accuracy and sorting information to prepare source data for computer entry.
* Reviewing data for deficiencies or errors, checking incompatibilities and output.
* Creating data back-ups as part of contingency plan.
* Responding to information request from authorized members.
* Providing customer assistance with their inquiry about the products that we are selling.
* Providing customers with product details such as types of coffees and preparation.
* Receiving phone calls for orders.

**(KINGDOM OF SAUDI ARABIA)**

2009 – 2011

Barista/ Service Crew

Coffee Essence, Riyadh, Kingdom of Saudi Arabia

* Responsible for getting the customer’s orders and payments
* Making the customer’s orders. Coffee making and sandwich making.
* Handling daily and monthly inventory.
* Keeping the store clean.

# **(PHILIPPINES)**

2016-2017

Reservations Agent

TaskUs Philippines, Imus City, Cavite, Philippines

* Assist customers with finding the nearest and cheapest storage unit for their household items or vehicle.
* Booking customer’s reservation and connecting them to the facility’s representative if necessary.
* Provides the customer with the all the necessary information before they head to the storage facility.

## 2011 – 2016

### Technical/Account and Billing/In-game Support

Sitel Philippines, Ortigas, Quezon City, Philippines

* Technical Support for console games for Electronic Arts (EA Games).
* Account and Billing support for EA Games and Bioware/ Star Wars: The Old Republic
* Assisting customers with In-game concerns

### 2008 – 2009

### Service Crew

### Quantum Amusement Corp.

Manila,Philippines

* Replenish tickets for arcade machines
* Arranging Arcade machines
* Attending to player’s needs
* Responsible for keeping the stores clean

### 2008

### Sales Utility Clerk

### SM Department Store

Mall of Asia, Pasay City, Philippines

* Selling and Promoting Pre-Teens wear
* Arranging Items and display
* Attending to customer’s needs

# **Education**

* Philippine Women’s University, Taft Ave., Manila, Philippines
* Nursing Aide (Undergraduate)
* School Year: 2007- 2008
* University of Perpetual Help System Dalta, Las Piñas City, Philippines
* Bachelor of Science in Nursing (Undergraduate)
* School Year: 2003 – 2005
* St. John Fisher School, Camella Springville, Molino 3, Bacoor, Cavite
* High School
* School Year: 1999 – 2003

**CONTACT:**

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I am available for an interview online through this Zoom Link <https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>

This is to certify that the above information is true and correct.

James