

**MYRNA M. LABFEY**  
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**Summary of Qualification:**

- Highly reliable and determined customer support associate positioned to make a significant contribution to the customer service operations team.
- Having excellent interpersonal skills with people on all levels of organization
- Good communication skills, goal and task oriented
- Can work independently, possesses initiative and self-motivated
- Customer account management
- MS Office
- Time Management
- Attention to detail
- Online Order processing

**Education**

- Earned 157 credits towards the degree Bachelor of Secondary Education , Master of Arts in Teaching  
University of Cordillera, Baguio City Philippines  
September, 2000

**WORK EXPERIENCE**

**Follow Up Clerk**

**Infronzzone IT Solutions**

**October 2023-present**

- Performs Clerical duties including typing and filing
- Monitoring Office Supplies
- Answer phone calls and emails, directs and distribute to appropriate department or employee and prepares messages
- Compiling reports on progress of work, inventory levels and costs.
- Keep records up-to-date

**Customer Service Representative/ Archives Clerk/ Office Admin**

**Early Bird Catering Services LLC**

**March 30, 2008- April 2015**

**November 4, 2015- Sept. 2023**

- Keep records of Interaction or transactions , recording details of inquiries , complaints or comments as well as actions taken
- Determine charges for services, arrange for billing
- Compare disputed merchandise with original requisitions and information from invoices and prepare invoices for returned goods
- Perform a variety of secretarial and administrative duties in accordance with established policies, procedures, system, guidelines and objectives
- Place and /or file into storage receptacles, such as file cabinets, boxes and off site storage units according to classification and identification information
- Review bills, invoices and purchase orders
- Ensure all payments are processed in time.

**Sandwich Artist/Cashier**

Subway, House of Sandwiches Dubai, U.A. E.  
Feb. 2005-2008

- Assisting customer one at a time and giving them full satisfactory
- Tallying of everyday sales as well as weekly inventories
- Checking of cashier tape receipts (over punched or under punched)
- Flexibility in area of assignment and other area of concern
- Doing back up to be use on the next shift of sales.

**Front Desk Clerk/Receptionist**

Baguio Country Club Hotel, Baguio City, Philippines  
Oct. 1999-July 2000

- Greets and monitors visitors in the hotel, Booking and Reservations
- Check guest in and out of their rooms as well as taking payments after visit.
- Responsible for call management both inbound and outbound

**Part- Time Student Facilitator**

Concepts Speed Reading Centre  
Baguio City, Philippines  
2001-2002

- Plan, organize and instruct students to practice and improve skills to read texts in a short amount of time.
- Provide individual and small group instruction to adapt tools and techniques
- Encourage students to develop reading skills to the greatest extent
- Foster positive relationship between students, staff, parents and community members to encourage creativity, collaboration, presence and excellence in all performances

Job Reference: Cornelius Durm  
Managing Partner  
Early Bird Catering Services LLC  
Mobile #: 050- 5148359

**Personal Information**

Birth Date	:	17 March 1976
Birthplace	:	Pozzurubio Pangasinan
Nationality	:	Filipino
Marital Status	:	Single
Language Spoken	:	English, Filipino
Visa Status	:	Employment (visa owned)