



CHRISTIAN JHON ARANDIA IBANEZ

Admin Assistant/CSO



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ichristianjhon@gmail.com



Al Karama Dubai, UAE

SKILLS

- Customer satisfaction
- Marketing
- Communication
- Computer skills
- Motivated team player

LANGUAGE

- Tagalog
- English

PERSONAL INFORMATION

Nationality-	Filipino
Visa Status-	Cancelled
Availability-	Immediately

EDUCATION

2000-2003
AMA COMPUTER COLLEGE
Diploma in Computer Technology

PROFESSIONAL SUMMARY

I am a committed, friendly and hardworking Customer Service Officer cum Admin Assistant with a passion for providing excellent customer service at all times. In my current role, having the needs of the customer and the reputation of the organization at heart. I have dealt with customers complain and enquiries face to face over the phone and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organization that I work for.

WORK EXPERIENCE

Customer Service Officer (CSO) cum Admin Assistant
Emirates India International Exchange, Dubai
September 2017 - November 2023

- Provided prompt, accurate and respectful support to users, employing high degree of customer service skill and technical expertise while ensuring customer satisfaction.
- Have sufficient knowledge about the banking transactions and services and respond to all inquiries accordingly
- Ensure that all the company policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties
- Suggest effective ways through which the company can promote its products and services and increase customer satisfaction
- Participate in marketing and awareness campaigns in the company to create an enlarged customer base
- Channel complex customer complaints and challenges to the right quarters for effective resolution

Admin Assistant

Global Team Interior Décor and Building Maintenance
April 2014 – July 2017

- Provide assistance to clients in person, on email, or telephonically
- Answer incoming calls and respond to customer inquiries in a courteous manner within scope of knowledge and authority and refer to appropriate department.
- Schedule meetings or telephone conference between the clients and management.
- Make preliminary assessment of important documents, reports, and other materials.
- Manage inventory of office supplies and assist in organizing office activities.
- Handle incoming and outgoing transactions.