

JOVELYN M. SALADINO

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Dubai, UAE

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OBJECTIVES:

- To work for a progressive organization in a highly motivating and challenging environment that provides the best opportunities.
- To grow and utilize my potential to the fullest to achieve the organization's goal while achieving my personal goals.

SPECIAL SKILLS:

- Excellent skills in Microsoft Office Word, Excel, PowerPoint
- Good communication skills
- Can work well under pressure.
- Can type approximately 55-65 words per minute.
- Can learn things fast enough.
- Can easily handle stress.
- Has the ability to adapt and be effective in times of stress
- Problem analysis and problem-solving
- Attention to detail and accuracy.
- Data collection and ordering
- Customer service orientation

WORK EXPERIENCE:

Mario's Houseware Trading

Customer Service Representative

Laoag City, Philippines

October 2023 – February, 2024

Alha Beshi International Services Inc.

Domestic Helper

Laoag City, Philippines

September 2021 – June, 2023

Zenco Footstep Inc.

Merchandiser

Laoag City, Philippines

January 2018 – March, 2021

Gio's Commercial Inc

Customer Service Representative

Laoag City, Philippines

June 2015 – January, 2018

DUTIES AND RESPONSIBILITIES:

- Interact with customers to provide and process information in response to inquiries, concerns and requests about products and services.
- Attracts potential customers by answering product and service questions.
- Deal directly with customers either by telephone, electronically or face to face.
- Handle and resolve customer complaints.
- Obtain and evaluate all relevant information to handle product and service inquiries.
- Process orders, forms, applications, and requests.
- Organize workflow to meet customer timeframes.
- Record details of inquiries, comments, and complaints.
- Set up new customer accounts.
- Ensure the personal details of the customers are secured.

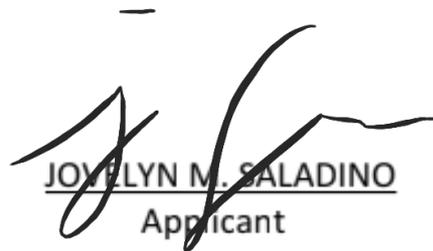
EDUCATIONAL ATTAINMENT:

Elementary:	Gabalton Elementary School Laoag City, Philippines 1997 – 2003
Secondary:	Ilocos Norte National High School Laoag City, Philippines 2003 – 2007
Tertiary:	Divine Word College of Laoag College of Business and Accountancy Bachelor of Science in Tourism Laoag City, Philippines 2007 – 2011

CHARACTER REFERENCE:

Present upon request.

I hereby certify that the above information is true and correct to the best of my knowledge and belief.


JOYLYN M. SALADINO
Applicant