



JERIC WALANG

CONTACT

📍 Al Nahda Tower. Block C Al Nahda
Sharjah

✉ ericwalang39@gmail.com

☎ +971568764034

PROFILE SUMMARY

1-year experience in customer service and after-sales support, strong communication skills. 2 years as District Sales Supervisor with team leadership and client relationship building. Additional 2 years as Receptionist, honing organizational and multitasking skills for exceptional service. Background includes customer service, sales, and administration, committed to delivering excellent results in different roles.

SKILL

- ❖ Strong communication and problem-solving abilities
- ❖ Understanding of customer needs and preferences
- ❖ Proven track record of improving customer satisfaction levels and driving sales growth
- ❖ Dedication to providing exceptional service
- ❖ Enthusiastic about discussing alignment of skills and experiences with position requirements

EDUCATION

Urdaneta City University
Bachelor in Hotel and Restaurant Management
SY: 2014-2019

Eugenio P. Perez National High School
SY: 2009-2013

Sugcong Elementary School
SY: 2004-2009

PERSONAL DETAILS

Date of Birth: July 09, 1997
Gender: Male
Nationality: Filipino
Language: English, Tagalog, Iloko

WORK EXPERIENCE

Customer Service/After Sales

Lulu Hypermarket
September 2023 up to present

Duties and Responsibilities

- ❖ Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- ❖ Responding promptly to customer inquiries.
- ❖ Communicating with customers through various channels.
- ❖ Acknowledging and resolving customer complaints.
- ❖ Knowing our products inside and out so that you can answer questions.

District Sales Supervisor

Home Credit Philippines – SM City Baguio
February 2021 – March 2023

Duties and Responsibilities

- ❖ Frontline Associate, analysing and processing applicants, providing instructions for payment and discuss their contract.
- ❖ Reporting daily sales and managing social media marketing.
- ❖ Assisting new associate through shadowing and answering questions regarding process

Receptionist

Edsa Shangri-la Hotel
February 2018 – June 2020

Duties and Responsibilities

- ❖ Greet clients and visitors with a positive, helpful attitude.
- ❖ Assisting clients in finding their way around the office.
- ❖ Announcing clients as necessary.
- ❖ Helping maintain workplace security by issuing, checking, and collecting badges as necessary and maintaining visitor logs.

SEMINARS

Pre-Deployment Seminar with the topic:
“R.A 7877- The Anti-Sexual Harassment”

Basic Occupational Safety and Health Training
“For Safety Officer I”

International Tourism and Hospitality Student Convention
“Cordillera Convention Hall”