



MARK ANTHONY JUANITAS

Talal Residence, Dubai Investment Park 2, Dubai UAE | 054 796 5973 | majuanitas.14@gmail.com

OBJECTIVE

Seeking a position that can provide steady growth and learning opportunities to practice my profession and practical experience extensively. Established good working relationships with clients and customers.

EDUCATION

Our Lady of Fatima University – Antipolo Campus Mar 2020 - Bachelor of Science in Business Administration – Major in Marketing Management

WORK EXPERIENCE

CAPRICORN BAKERY L.L.C / Sales Officer / October 2023 – August 2024

Carrefour – Discovery Gardens branch

- Work as a single point of contact of live support for floor pickers, **Ensuring the quality and freshness of all products and services the bakery provides. Display the product based on FIFO and ensure that damaged or expired products are removed from the shelves.** Coordinate in obtaining FMCG stock from the warehouse to the selling area and replacement stock.
- Assisting the customers with cake and special orders. Accurately packaging and labeling the bakery products. Maintaining the bakery's cleanliness and hygiene daily and meeting the company standards for appearance and ambiance.
- Responsible for maintaining the appropriate product assortment and inventory levels for the items that are sold quickly and at a relatively low cost.

CUSTOMER SERVICE / QUALITY ANALYST EXPERTISE

TaskUs Mar 2021- June 2023

3RD Floor, Xentromall Antipolo, Sumulong Highway, Antipolo, Rizal – Manila, Philippines.

- Reviewing videos from different lines of business from Meta as Content Moderator and moderating inappropriate content online to protect innocent users from experiencing horrific content.
- As a Quality Analyst, **we gather information and audit calls, chats, and emails done by the agent and to improve agent performance in the account.** It includes call monitoring and providing actionable insights to the clients.

CUSTOMER SERVICE ASSOCIATE

The Results Companies Jan 2020 – Jan 2021

2/F Silver City Mall, Frontera Verde Drive, Julia Vargas Ave, Ortigas, Center Pasig City – Manila, Philippines

- Receiving inbound calls from Telecommunications Companies from the USA wherein resolving their complaints concerning their services including voice calls and data allocation and activating their phones.
- Offering plan services on their phone so that they can fully experience the network, adding additional lines for their plan, doing basic and advanced troubleshooting on their phone, and checking and informing the customers about their monthly cycle bills.