



LAIDE DE LA PEÑA

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Visa Status: Visit Visa

PROFESSIONAL SUMMARY

Extensive experiences in customer service and administrative assistance. Excel in communication, building client relationships, and surpassing targets. Provide exceptional support, streamline operations, and enhance efficiency. Passionate about delivering results and committed to excellence.

PERSONAL INFORMATION

Place of Birth: Sara, Ilollo Philippines

Nationality: Filipino

Marital Status: Single

ACADEMIC BACKGROUND

BSBA MARKETING MANAGEMENT 2013 - 2017

RIZAL TECHNOLOGICAL UNIVERSITY PHILIPPINES

Studied a 4-year degree program focusing on developing a comprehensive understanding of marketing principles, customer relationship building, and business strategies and techniques.

CAREER HISTORY

OPERATION ASSISTANT/SERVICE COORDINATOR

THE VIRTUAL HUB PH/CDI SPACES
2021 to 2024

Handled issues and warranty requests for products as a Remote Service Coordinator. Ensured accurate delivery of parts and swift resolution of client problems. Communicated with clients to understand their concerns and provided updates on their requests. Maintained detailed records of service activities and warranties. Improved customer satisfaction through organization and effective problem-solving.

CUSTOMER SERVICE REPRESENTATIVE

TASK US PHILIPPINES INC
2021

Provided support for a US food delivery app through chat and calls, assisting customers by tracking orders, resolving technical issues, and addressing complaints. Ensured customer satisfaction by swiftly resolving issues and maintaining a friendly attitude. Utilized communication skills and product knowledge to build a positive brand image and foster customer loyalty.

CUSTOMER LOYALTY SPECIALIST

BALSAM HILL REDWOOD US

2020 - 2021

Built and maintained strong customer relationships for a holiday products company, providing exceptional service and resolving issues remotely via email. Ensured customer satisfaction through personalized interactions, fostering loyalty and contributing to business success.

CUSTOMER SERVICE REPRESENTATIVE

DIAMOND IGB INC

2018 - 2020

Provided exceptional customer service at a car rental company, efficiently handling inquiries, reservations, and complaints. Collaborated with teams to manage rentals and resolve issues, demonstrating strong communication skills and attention to detail.

DIGITAL CUSTOMER SERVICE REPRESENTATIVE

CUSTOMER FRONTLIN SOLUTIONS

2020

Served as the primary contact for customer support at an electric company, primarily through email. Responded promptly and effectively to customer inquiries and concerns, ensuring high satisfaction. Utilized strong writing skills and in-depth knowledge of products and services.

SALES AND MARKETING INTERN

BASKIN ROBINS PHILIPPINES

2016 - 2017

Assisted sales and marketing teams in revenue growth and product promotion through lead generation, market research, and campaign support. Contributed to the creation of sales materials, content development, and event organization. Acquired practical experience in sales and marketing strategies.

CORE SKILLS

- Consumer behavior understanding
- Customer relationship management (CRM)
- Data analysis and interpretation
- Excellent written and verbal communication
- Strong interpersonal and relationship-building skills
- Attention to detail and accuracy.
- Proficient in Microsoft Office Suite
- Ability to work independently and collaboratively in a team environment.
- Time management and organizational skills
- Adaptability and flexibility in a fast-paced environment
- Creative thinking and innovation
- Simple Editing

LANGUAGES SPOKEN

- English
- Tagalog

AWARDS AND HONOURS

DEAN'S LISTER

RIZAL TECHNOLOGICAL UNIVERSITY

2012

Dean's Lister during 3rd Year and 4th Year College

VOLUNTEER WORK

REPRESENTATIVE

UNICEF PHILIPPINES

2020

Volunteered with UNICEF as a representative and advocate, engaging with individuals to raise awareness about the critical needs and challenges faced by children globally. Responsibilities included soliciting support through donations to advance the organization's mission to improve children's lives.

DECLARATION

I HEREBY DECLARE THAT ALL MENTIONED DETAILS ARE TRUE TO THE BEST OF MY KNOWLEDGE.

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