

JYRIELLE JOHN VILLASIS



CONTACT

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📍 Las Pinas City National Region
(Philippines)

EDUCATION

2021-2022

UNIVERSITY OF BATANGAS

- Undergraduate of Computer Engineering

2019 - 2021

ABE INTERNATIONAL
BUSINESS COLLEGE

- Accounting, Business and Management Strand
- GPA: 91%

SKILLS

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English (Fluent)
- Filipino (Fluent)

PROFILE

Despite being an undergraduate student because of lacking in financial support. In order to support to my family, I delve myself on an early stage in seeking different jobs in the Philippines. From that, I became experienced in providing high-quality customer service, food preparation, and efficient service delivery in fast-paced environments. I also learned to become skilled in menu planning, inventory management, and maintaining health and safety standards. Strong ability to engage with customers, take orders, and ensure satisfaction. From that, I possessed teamwork and communication skills, committed to contributing to a positive dining experience.

WORK EXPERIENCE

- **Caramia Cakes and Gelato** 2023-2024
Food Server
 - Deciding what food items to offer based on the target audience, seasonality, and nutritional value.
 - Engaging with customers, taking orders, addressing special dietary needs, and ensuring satisfaction.
 - Ensuring proper stock levels of food, beverages, and supplies and managing waste effectively. A
 - Adhering to sanitation and safety standards to ensure the quality and safety of food served.
- **Customer Service** October 22 - January 5
Customer Service Representative
 - Responding to customer inquiries via phone, email, chat, or in person, providing information about products, services, policies, and procedures.
 - Handling complaints, troubleshooting problems, and offering solutions or alternatives to ensure customer satisfaction.
 - Assisting customers with placing orders, processing returns or exchanges, and managing account updates.
 - Staying informed about the company's offerings, features, and services to effectively assist customers and provide accurate information.
 - Recording customer interactions, issues, and resolutions in company systems
- **Micro-Business (Sari-sari Store)** 2010 - Present
Micro-management
 - Managed a small business called "Sari-sari" store in our house in the Philippines.
 - Serves the local community by providing a wide variety of everyday products in smaller quantities
 - Offer convenient, quick access to everyday necessities, often catering to customers who may not want to travel to larger supermarkets or who need small quantities of items.
 - Close ties with customers and can offer personalized service, remembering customer preferences or offering advice on products.