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Al Barsha 1, Dubai, UAE

# REYMARK TERRENAL

CUSTOMER SERVICE REPRESENTATIVE  
/ EXECUTIVE ASSISTANT

## ABOUT ME

Customer Service Representative / Executive Assistant with years of experience in telephone customer service including sales and customer support. Familiar with major customer service software and conflict resolution. Bringing forth an impressive background serving as a source of critical support for Executive Management Leaders. Adept at maintaining accurate schedules, filing systems, and office correspondence.

## EXPERIENCE

### Autophyl Zone Sales Corporation

Customer Service Representative / Executive Assistant 2023-2025

- Handled customer calls and inquiries daily including signing up new customers, presenting relevant product information and cancelling of orders.
- Consistently met and exceeded monthly sales targets by proactively identifying and suggesting relevant products and services to customers.
- Commended for exceptional problem-solving skills and the ability to handle complex customer inquiries and complaints effectively
- Maintained schedules, communicated with clients.
- Reported to Executive Leader and handled a wide variety of day-to-day task.

**PH Global Jet Express Inc. (J&T Express)** 2022-2023  
Admin Associate

- Completed forms and reports to facilitate admission, transfer or discharge.
- Generated reports to suggest corrective actions and process improvements.
- Observed packing operations to verify conformance to specifications.
- Conducted regular reviews of operations and identified areas for improvement.
- Operated pallet jack to move unloaded goods to correct locations in warehouse.
- Maintained and prioritized to-do-list and followed up to complete tasks on-time.

## EDUCATION

**Bachelor of Science in Business  
Administration Major in Human  
Resource Development Management**  
Jesus Is Lord Colleges Foundation, Inc.  
2015-2019

## SKILLS

- Communication
- Time management
- Organization
- Technical skills
- Creativity
- Research
- Sales background
- Staff Management
- Purchasing
- Financial Management
- Business Administration

## LANGUAGES

- English (Fluent)
- Tagalog (Native)



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## EXPERIENCE

**PH Global Jet Express Inc. (J&T Express)** 2022-2023  
Admin Associate

- Communicated with internal personnel to provide status updates for both shipping and receiving dates.
- Conducted regular inventory audits to prevent stock shortages and losses.
- Followed shipping and receiving procedures for goods and materials.
- Liaising with management and staff regarding administrative matters.
- Liaising between branch offices

**Four J's Meat Trading** 2019-2021  
Operations Manager

- Worked in matrix management environment with oversight of operations, sales, finance, human resources, safety and compliance.
- Established positive and effective communication among unit staff and organization leadership, reducing miscommunications and missed deadlines.
- Evaluated suppliers to maintain cost controls and improve operations.
- Partnered with vendors and suppliers to effectively manage and budget

## REFERENCE

Available upon request.