



REYMARK TERRENAL

CUSTOMER SERVICE REPRESENTATIVE
/ EXECUTIVE ASSISTANT



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+971 055 474 0725



Al Barsha 1, Dubai, UAE

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

Autophil 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.