



# JOVANNI TEOXON

## Freelancer

☎ +971585100573

✉ jmarie.teoxon@gmail.com

### EDUCATION

**Bachelors of Science in  
Civil Engineering**  
**University of Nueva Caceres**  
2 Year Completion  
2018 – 2022

**Senior High School**  
**University of Nueva Caceres**  
Science Technology Engineering and Mathematics  
2016–2018

**Junior High School**  
**Unibersida de Sta. Isabel**  
2012 – 2016

### EXPERTISE

- MANAGEMENT SKILLS
- DATA ENTRY
- TELE SALES
- RECEPTIONIST
- COMMUNICATION SKILLS
- COMPUTER LITERACY
- ASSISTANT SKILLS
- CUSTOMER SERVICE

### LANGUAGE

- English
- Tagalog

### NATIONALITY

- Filipino

### PROFILE

Dedicated and detail-oriented Customer Service Representative with experience in delivering exceptional service and support. Demonstrating strong communication and problem-solving skills, I excel in building rapport with clients and addressing their needs efficiently. Additionally, I possess hands-on experience supervising construction sites, where I honed my leadership and organizational skills while ensuring safety and quality standards. Known for my strong work ethic and commitment to continuous improvement, I bring a unique blend of customer service expertise and field experience, making me a valuable asset to any team.

### WORK EXPERIENCE

**Quantrics Enterprise Inc.** **March 2024– March 2025**  
Customer Sales Representative

- Interact with customers via inbound and outbound calls, responding to inquiries and delivering product information.
- Assess customer needs and suggest suitable services, upselling products to boost sales.
- Quickly troubleshoot and resolve customer issues, ensuring a high level of satisfaction.
- Keep precise records of customer interactions and sales activities within the CRM system.
- Evaluate customer feedback and sales metrics to spot trends and enhance service delivery.
- Collaborate with team members and management to synchronize sales strategies and meet targets.

**AJM Truickscales service** **June 2021– December 2023**  
Marketing Manager

- Responsible for developing and implementing marketing strategies that align with business goals, conducting market research to identify trends, managing campaigns across various channels, and ensuring brand consistency.
- Oversee budget management, analyze campaign performance, collaborate with other departments, communicate with stakeholders, and lead the marketing team to drive effective initiatives and maximize ROI.

**EDGEPOINT SOLUTIONS** **January 2020 – May 2021**

Executive Assistant

- Provide high-level administrative support to executives by managing their schedules, coordinating meetings, and handling communications. You organize travel arrangements, prepare reports, maintain confidentiality, and facilitate efficient office operations, ensuring that the executive can focus on strategic initiatives while you handle day-to-day tasks.

**MERVANTE** **March 2018 – November 2019**

Sales Associate/Receptionist

- First point of contact for customers, providing exceptional customer service while efficiently managing front desk operations.
- Greet visitors, handle phone inquiries, and assist with scheduling appointments.
- Actively engage customers on the sales floor, demonstrating product knowledge, addressing inquiries, and driving sales by upselling and cross-selling products to meet store targets.