

JENEVAH S. LAN



OBJECTIVE

I aim to share my knowledge, skills, and experiences while also seeking opportunities for personal and professional growth as a valued member of your dynamic and expanding company. By contributing to the team's success, I hope to enhance my capabilities and adapt to new challenges, fostering both my development and the organization's progress.

CONTACT

- 054-723-1511
- jenevsumayan@gmail.com
- Al Owais E Block, Al Rigga
Deira Dubai - UAE

PERSONAL INFO

- Age : 31 years old
- Date of Birth : May 14, 1993
- Height : 5'6ft
- Weight : 60 kg
- Religion : Iglesia ni Cristo
(Church of Christ)

SKILLS

- Adaptability
- Active Listening
- Problem Solving
- Attention to detail
- Computer Literacy
- Customer Service
- Flexibility
- Communication
- Organizational skills

INTERNSHIP

- Ticketing Assistant**
Sky Quest Travel and Tours
SM Calamba, Laguna
March – July 2019
- Financial Department /
Cargo Accounting**
Philippine Airlines
Pasay, Metro Manila
November 2019 – March 2020

EDUCATION

- Bachelor of Science in Tourism Management**
St. Vincent College
Mamatid Cabuyao Laguna
2016 - 2020
- Bachelor of Science in Tourism**
University of Perpetual Help DALTA
Paciano Rizal Calamba Laguna
2008 - 2010

WORK EXPERIENCE

- Customer Service Representative**
Stitch in Time-Dubai Mall
Dubai - UAE
2024 - Present

I answer phone calls and emails from customers to address their questions, helping them understand the products and services offered by the company, while also effectively handling customer complaints and managing collections on alterations.
- Managemet Trainee/Assistant Manager**
McDonald's UAE
Makani Mall Al Shamkha, Abu Dhabi UAE
2023 - 2024

As part of my training, I familiarize myself with various departments and business operations while seeking advice from experienced colleagues, monitoring staff performance, and delegating tasks to team members; I also ensure proper positioning of staff during shifts, manage cash handling, and effectively address customer complaints.
- Customer Service Representative**
Teletech
Tagapo Starosa, Laguna
2022 - 2023

I verify customer information and payment options, assign rooms, and respond with confirmation emails or letters, while assisting guests by directing them to the appropriate hotel staff for inquiries about various services. I attentively listen to customer complaints and concerns, effectively communicating with relevant staff to resolve issues promptly.
- Inventory Clerk/Encoder**
Hmr Phils Inc
Daystart Ind'l Park, Pulong Sta Cruz, Sta Rosa, Laguna
2011 - 2013

I manage warehouse staff and daily activities while evaluating and reporting on productivity, tracking and coordinating the receipt, storage, and timely delivery of goods and materials. I also ensure suitable inventory levels are maintained and keep accurate records, reporting relevant information and preparing any necessary documentation as needed.