



Sheryl de Guzman Malaya

PERSONAL STATEMENT

An organised, results-oriented Customer Service Professional with 5+ years of experience dealing with complex customer inquiries. An efficient individual able to adapt well to multicultural environments and learn new processes quickly to achieve outstanding results with Strong ability to multi-task and prioritise, and able to organise, and monitor team. I am Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.



Tiger Building
Al Wahda, Sharjah
UAE



+971 562841382



malayasheryl@yahoo.com

EMPLOYMENT HISTORY

July 2016 – Present

REVI Real Estate and Development LLC (Dubai, UAE)
Customer Service Executive / Front Desk Receptionist

- Welcomes guests and customers by greeting them, in person or on the telephone and answering or directing inquiries.
- Calling all registered Leads, confirming their interest, and assigning them to the Sales team.
- Verify client's appointment and meeting with the agents and following up with the results.
- Maintains client records by updating information in the CRM.
- Prepares report by collecting and analyzing information.
- Make Reservation forms and SPA (SALES AND PURCHASE AGREEMENT) for client.
- Manage front office reception area by organizing desk and visitors lobby and make sure they are always tidy.
- Arranging meetings, appointments, and executive travel.

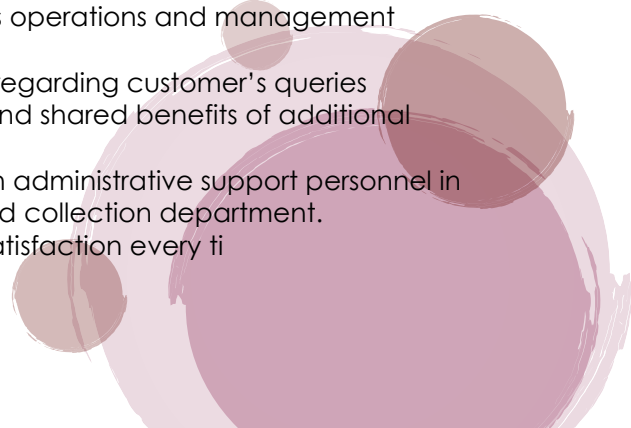


- Maintains office supplies inventory by checking stock to determine inventory level; anticipating needed supplies; evaluating new office products; placing and expediting orders for supplies; and verifying receipt of supplies.
- Ensures operation of equipment by completing preventive maintenance requirements, following manufacturer's instructions, calling for repairs and maintaining equipment inventories.
- Make and Serve refreshments for the CEO, staff, clients, and guests.
- Handles petty cash.
- Provide admin clerical tasks such as scanning, printing, sending emails to clients and unit owners, process important requirements such as VISA and Insurance.
- Taking large amount of inbound and outbound calls, dealing with queries about the project.
- Receive daily incoming parcels and deliver mails to addresses.
- Contributes to team effort by accomplishing related results as needed.
- Running errands to the Bank and supply store.
- Deposit Cheques and Cash payments from Clients.
- Filing and retrieving corporate records, documents, and reports.
- Maintains customer confidence and protects operations by keeping information confidential.
- Provide general administrative support.

February 2015 – March 2016

JMBR GROUP (Courier Division) Dubai, UAE
Customer Service Associate

- Answer incoming calls and attend to general client inquiries.
- Verify customer's location regarding shipment / bank item delivery via outbound calls.
- Arrange, schedule, and follow-up delivery information and status with the division's operations and management department.
- Answer incoming calls regarding customer's queries
- Resolve service issues and shared benefits of additional services.
- Occasionally fill in as an administrative support personnel in the office reception and collection department.
- Make sure customers satisfaction every ti





August 2013 – July 2014

Tele Tech Holdings Inc. (Manila, Philippines)

Customer Service Assistant

- Always provided excellent customer service
- Assisted customers with finding suitable products and checked availability in ERP System
- Maintained a friendly manner and calm, positive demeanor when handling complaints
- Responsible for all types of customer queries and concerns.
- Place order for on-line customers.
- Renew and sign-up memberships.
- Assist callers regarding their refund request and order status.
- Handle all incoming calls and maintains customer satisfaction.

July 2012 – January 2013

Digitel Telecommunications (Bulacan, Philippines)


Customer Service Representative

- Assist callers with immediate response especially in times of emergency.
- Responsible for verifying all customer concern.
- Connect local and long-distance calls.
- Redirect customers with their complaints about some wrong information given by other agents.
- Give directions, phone numbers and addresses of government, business and residential listings.
- Ensure customers satisfaction in every transaction

April 2011 – September 2011

Solomon International Language School (Philippines)

English Instructor

- Responsible in teaching Korean student's English grammar.
 - A man-man process of teaching specializing in English grammar.
 - Assist and prepare in developing teaching materials for English language education.
 - Make lessons that will keep student interested and have fun.
- 



EDUCATION

Higher Education

AB Communication Arts

Far Eastern University, Philippines (2000)

Secondary Education

Saint Mary's Academy of Sto. Nino

Philippines (1997)

ADDITIONAL SKILLS

- Written and verbal communication skills
- Supply management
- Scheduling
- Computer software skills including Microsoft Office
- Organization skills
- Time management skills
- Fast Learner

INTERESTS

- Movies
- Music
- Food
- Travel

REFERENCE

*Available upon request.

