

ELVIE JOSE VILLAS

**Al Jafilia Dubai,
United Arab Emirates.**



PERSONNAL INFORMATION

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Email:
elvievillas1218@gmail.com
Nationality: Philippines
Visa Status: Visit Visa

EDUCATION

Bachelors of Science in Tourism

Centro Escolar University
Philippines - 1996

Secondary (High School)

Mary Help of Christian School
Philippines - 1992

Elementary

Mary Help of Christian School
Philippines - 1986

SKILLS

Basic MS Office Skills (MS Word and
MS Excel)
Knowledge on Tally Software
Basic Internet Skills
Customer Oriented

LANGUAGES

English
Tagalog

CAREER SUMMARY

Amazeus Laundry

Executive Secretary / Customer Service
September 2019 to Present

Duties and Responsibilities:

- Encoding the sales, purchases and payments in Tally software
- Doing the inventory of the chemicals and different accessories used in the factory.
- Checking the quality of the work of the laborers specially in pressing area.
- Calling the customer for the collection.
- Answering the telephone for pick-up and delivery of items.
- Assisting to walk in inquiries and checking the deliveries of the supplier.

Addecco Middle East

Financial Consultant (JBP Commercial Brokers)
May 2018 to August 2019
Dubai, UAE.



Duties and Responsibilities:

- Strong Negotiation power in communicating thru telephone.
- Ability to handle offensive customers in telephone and in personal.
- Analyzing the need of the customer whether it is loan or credit card and in which institution they are qualified.
- Effectively convert service recovery to sales opportunities and sustained client loyalty.

Dunia Finance LLC

Relationship Officer
Oct. 2013 to Jan. 2018
Dubai Outsource City, Dubai, UAE.



CAREER SUMMARY

Duties and Responsibilities:

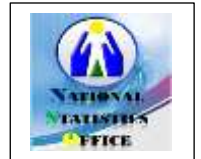
- Strong Negotiation power in communicating with different person/customer.
- Ability to handle offensive customers in telephone and in personal.
- Excellent in customer service and capable in handling multiple tasks and confidential matter.
- Providing quality service to the customer, maintaining strong customer satisfaction, as customer service satisfaction is top of the priority.
- Manage and anticipate client requirements with a focus towards managing the existing base as well as increase cross product holding per client.
- Doing marketing using the different kind of social media.

National Statics Office

Trainer / Team Supervisor

Jun. 2007 to Jul. 2008

Laguna, Philippines.



Duties and Responsibilities:

- We trained the hired enumerator and team supervisor.
- Supervising the enumerators on their field work.
- Preparing the payroll for the enumerator.

Bureau of Animal Industry

Encoder /Customer Service / Admin Assistant

Nov. 2001 to Sep. 2004

Laguna, Philippines.



Duties and Responsibilities:

- Encoding data of Different Animals (Sales, Death and New born Animals)
- Processing papers of the Center to the head office specially those for bidding and procurement.
- Providing services to different inquiries in the center and scheduling and monitoring the seminar schedule of the center.