



## GENERAL INFORMATION

Al Muraqqabat, Deira Dubai, UAE  
Date of Birth: February 15, 1997  
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## SKILLS AND ATTRIBUTES

- Written and oral communication skills, excellent customer service skills, hardworking, patient, flexible, responsible, team-oriented, and refined with work etiquette.
- Proficient in Microsoft Office applications and CRM. Easy learner and able and willing to learn new systems, software and processes.
- Result oriented and focused, Able to work under *any* pressure, Self-motivated and self-starter.
- Works well independently or with a team; a very creative problem-solver who rapidly adapts to changing demands.
- Ability to work in a team, follow instructions, having good knowledge of how sewing machines work and time management skills
- Ability to multitask, Ability to work well alone and with a partner or team.

## EDUCATION BACKGROUND

Bachelor of Science Major in Information Technology  
Northern Negros State University  
S.Y. 2013-2017

# RHEA FE M. TINGAL

## OBJECTIVE

To join a reputable and professionally managed organization that will enhance my knowledge and skills for career advancement and improvement; to provide organizational support position utilizing the skills in computer operation and work experiences related to my professional history.

## EMPLOYMENT HISTORY

### **Position: Sales/Shop Cashier**

Brands for Less Group.  
September 2020 to Present

- Support customers at point of sale, Specify transaction amount, money received and change due to ensure best shopping experience.
- Handle customer returns, refunds and exchanges at register to maintain friendly work attitude.
- Receive and process payments as per standard procedures.
- Finish regular sales transaction in cash and credit.
- Develop merchandise displays throughout store.
- Add on sales and describe technical information through selling techniques to promote salesmanship and reach store sales goals

### **Position: Customer Service**

RISE  
Feb to July 2020

- Serves customers by selling products and meeting customer needs via phone calls ,emails, facebook front and whatsapp. Developed and maintained relationships with customer and businesses to ensure client satisfaction.
- Help Customers find the products suiting their needs and preferences and are responsible for maximizing website revenues.
- Consistently demonstrated problem solving skills by troubleshooting consumer accounts, orders and deliveries.
- Resolves customer complaints by investigating problems, developing solutions, preparing reports, and making recommendations to management.
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## **EMPLOYMENT HISTORY**

### **Position: PANASIATIC SOLUTIONS (BPO)**

Customer Retention Supervisor – Philippines

June 2017 to November 2019

- Support and provide superior service via phones and emails as a receiver and caller. Use questioning and listening skills that support effective communication
- Use an effective approach to handle special telephone and email tasks like call transfers, taking messages, replying, composing emails, call backs, holds, interruptions, and unintentional disconnects.
- Understand the impact of attitude in handling calls and emails professionally.
- Effectively deal with job stress, angry caller, and upset customer.
- Apply the elements of building positive rapport with different types of customers.
- Apply the proper telephone etiquette to satisfy various customer situations.
- Provides client-requested trouble shooting for accurate and fast customer care/ service.
- Getting technical calls by troubleshooting phones causes by network failure. Network traffic cause by the carries, poor signals, no coverage, defective phones, damage phones, not getting or receiving phone calls as well as text messages, mobile internet is not working and setting up phones.
- Selling airtime to customers using their credit card or adding the airtime they bought into customers account.
- Creating new accounts to the customer as well as deactivating and reactivating it. Enrolling customers account in every promos that we have.
- Handling supervisory calls as the last person to fix customers concern when other customer care representative unable to fix their phones.

## **EMPLOYMENT HISTORY**

### **Position: EJ TRADING**

**Technical Coordinator** –Philippines

January to May 2017 OJT

- Monitoring Deliveries and inventories.
- Sorting request from emails and calls and make schedules for driver's everyday with complete details for deliveries.
- Involve in upward and downward communication.
- Prepare Purchase Order, double checking the materials ordered.
- Maintain effective working ethics / relationship with our vendors/suppliers/clients.
- Receives all purchase requests from the Sales team.
- Ensures that all the terms, conditions and rules are met.
- Communicates with the suppliers for price quotes, item information, item availability and other supplier concerns.
- Attends meetings with the suppliers for new product offers, item reviews and company representation ensuring good business relationship.