



Obtain a position as a customer service representative with a company that allows for the application of strong organizational, communication and customer retention skills when interacting with customer and providing them with the level of support they expect.

SUSAN APELADO OLLER

🏠 Al Ain, Abu Dhabi , UAE

Nationality : Filipino
Sex : Female
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Skill Highlights

- Computer Literate(MS Word, Excel, PowerPoint)
- Flexibility and Adaptability
- Quick learner
- Time Management
- Customer service skills

Languages

Arabic
English
Tagalog

Education

Tertiary

UNIVERSITY OF CAGAYAN VALLEY
TUGUEGARAO CITY
COMPUTER HARDWARE SERVICING
NCII leading to BSIT 2012

Secondary

AFUSING NATIONAL HIGH SCHOOL
Afusing, Alcala, Cagayan Valley
2005- 2009

Experience

DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

Position : Government Intern and Data Encoder
Duration : June 24, 2012- September 15, 2012
Job Description: Assisting Clients, filling and encoding all application

YOKOHAMA ENTERPRISES (TUGUEGARAO CITY PHILIPPINES)

Position : Secretary
Duration : February 10, 2014 – September 15, 2014
Job Description : Data Encoding, Assisting Customers and fixing documents. Make back up files of the records of the company; encode the products, product sales, employee's day to day records.

THE ORO AND GOLDMINE EMPIRE INC. (MANILA PHILIPPINES)

Position : Office Secretary
Duration : October 12, 2014 – August 05, 2015
Job Description : Data Encoding, filling personal documents and all bills fieldworks. Make back up files of the records of the company.

EMKE GROUP OF COMPANIES (LULU HYPERMARKET LLC)

Position : Cashier
Duration : August 11, 2015 to May 2018
Job Description : Handling all cash transaction of an organization, receive payment by cash, cheques, credit card etc. checking daily accounts, guiding and solving queries of customers providing training and assistance to new joined cashier.

EMKE GROUP OF COMPANIES (LULU HYPERMARKET LLC)

Position : Customer Service /After Sales
Duration : May 2018 to Oct 27, 2021 (End of Contract)
Job Description : As customer services we are dealing with customer face to face, over the phone and via mail. Assisting customer with finding suitable products or services. dealing with customer feedback, concerns and complaints and also dealing with stressful situation.

As After Sales Service, we are updating the customers about the transit of the Goods. Following up with the delivery team to ensure timely delivery. Assisting clients in resolving issues concerning products they purchased or services rendered to them. Communicate with suppliers and external companies on a regular basis.

I hereby certify that the above information is true to the best of my knowledge and belief.