

Jemilyn Arandia

Customer Service Representative - Waste management

jemilynarandia9_mxo@indeedemail.com

+971507559916

Build a challenging career in an industry that will exploit my skills to the fullest extent. I want to emerge as a successful, true professional through my 'Can Do' attitude, hard work, confidence personality, high motivation & always willing to work.

Job Description / Key Responsibilities:

Willing to relocate: Anywhere

Work Experience

Customer Service Representative

Waste management

October 2016 to Present

Commercial Dept - Waste management)

Company: Alphamed Waste Management Services (AKI Group)

Duty and Responsibilities

Customer Service Representative (Waste Management)

Holding waste management experience including knowledge large scale waste facilities.

Will also be responsible for developing new opportunities with existing clients and new marketing pursuits.

Identify and quantify wastes.

Evaluate waste management options and apply a waste hierarchy model in order to reduce, reuse, recycle, recover, and dispose of waste material.

Work with company personnel in developing an appropriate and user-friendly waste management system.

Stay informed with respect to waste management regulations and ensures regulations are being adhered to.

Preparing E-Manifest by using Client ID and updating records in Bolisaty by using company Tadweer ID.

Preparing /update Service Agreement Contract to the client.

Preparing and Sending Monthly Report to e Client.

Provide advice and consultation to clients and staff and handle complicated client queries or complaints.

Follow up with customers to ensure their satisfaction of the service provided.

Receive and investigate customer complaints regarding the merchandise, quality of service, billing, etc.

Follow up with customers to obtain their feedback about the performance of the vehicles.

Prepare and complete quality service questionnaire documents.
Examine pertinent information to determine accuracy of customer complaints.
Clarify special inquiries from customers.
Responsible for examining and issuing of Goodwill to customers.
Coordinate with the Service Manager and related departments to discuss possible improvements to customer service and work related issues.
Prepare customer care reports which indicate the details of complaints and unsatisfied customers and render solutions.
Attend to other projects as assigned to by management.

Essential Skills

Demonstrated high level of communication skills (written and oral)
Excellent Communication and interpersonal skills with an ability to interact at all levels
Professional personal presentation
Customer service orientation
Attention to detail accuracy
Ability to use initiative
Approachable and helpful
Reliable
Able to remain calm in stressful situations
computer literacy

Front Desk Reception/Secretary

February 2015 to February 2016

Medical Center)
: Emirates and Japanese Medical
Center

Duty and Responsibilities
Front Desk Reception (Medical Center)

Meet and greet client/visitor

Answering incoming calls and handling callers inquires whenever it possible

Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.

comforts patients by anticipating patients, anxieties; answering patients' questions; maintaining the reception area.

ensures availability of treatment information by filling and retrieving patient records.

maintains patient confidence and protect operation by keeping information confidential.

secures information by completing database back-ups.

maintains patient accounts by obtaining, recording and updating personal and financial

information.

Maintains office supplies inventory by checking stocks, anticipating needs: placing and expediting orders; verifying receipt.

Re direct calls as appropriate and take adequate messages and required.

Pick up and deliver the email.

Maintain the general filing system and file all the corresponded.

Provide word processing and secretarial support.

Coordinate and prepare the maintenance of office equipment.

Perform other tasks from time to time.

Responsible for procuring office stationeries and supplies.

Prepare business correspondences.

Education

management

The Centre of Waste of waste - Abu Dhabi

Skills

Answering (3 years), collection (3 years), Excel (3 years), incoming calls (3 years), Word (3 years)

Additional Information

Computer Skills: Answering phone call request /inquiries from the client.

Receive and connects incoming calls to respective departments.

Computer

Literate (MS Interacting with the Client for any case and complaints or

Word, Excel, service collection.

Project

Management Maintain a clear and efficient communication flow with

) customers and highlight potential issues, opportunities and action

plan.

Computer System

and Network

Manage client modification requests in line with

Technology

customer requirements and business rules.

Keep Client informed proactively about request status and