

# Noemi Reyes

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Quezon City, Philippines

## PROFESSIONAL SUMMARY

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Experienced customer service for 14 years including billing and technical support through phone and email. Worked as mentor, assisting new hires for skills and development. Also experienced working in a food service companies as service crew for 3 years. Responsible for taking and processing orders of the customer. Currently working as admissions officer, responsible for new student's registration and handling database.

## WORK EXPERIENCE

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### Admissions Officer

Aug 2021 - Present

Global University Systems Philippines • Quezon City, Philippines

- Assess and process applications of student.
- Collaborate with the student recruitment team to process applications in a timely manner.
- Update and maintain all new and existing students' information and files.
- Ensure all student files are in accordance with government regulations.
- Produce admission data and reports for other departments.

### Technical Support - Mentor

May 2020 - Jul 2021

Concentrix • Quezon City, Philippines

- Provide troubleshooting and technical support through phone.
- Share knowledge about new updates on customer's mobile phone.
- Escalate and make sure that customer's issue is resolved.
- Assist new hired employee to practice and apply knowledge from training.
- Evaluate and report progress of the new employees to their respective team leaders.

### Email Support

Feb 2012 - Nov 2018

Orchid Cybertech Services Inc • Quezon City, Philippines

- Answering customer's queries through email
- Handled billing and basic troubleshooting

### Service Crew

2005 - 2008

Jollibee Foods Corporation • Quezon City, Philippines

- Take and process orders.
- Handle inventory and check the status of the stocks.

**Factory Worker**

Alegro • Parañaque, Philippines  
Part Time

2004 - 2005

- Restocking and re-arranging orders.
- Organizing products by color, style and sizes.

**EDUCATION**

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**Computer Programming**

Catanduanes Colleges • Catanduanes, Philippines

Jun 2007 - Apr 2008

**SKILLS**

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- Knowledge in MS Office
- Strong communication skills
- Reliable
- Flexible
- Resourceful

**PROFESSIONAL CREDENTIALS**

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- Caring and Maintaining Crops
- Fruit Grower
- Performing Harvest and Postharvest Operations
- Providing Valet Services
- Providing Housekeeping Services
- Programming NC IV

**VOLUNTEER WORK**

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**Admissions Team Leader**

Jemi Hangeul Gyosil • Pasig City, Philippines

2016 - 2019

- Responsible for student's application.
- Handle student's record.
- Responsible for processing certificate of completion for student.