JANICE CELIS MATELA

PHILIPPINES | +639465000555 | janicecelismatela@gmail.com |
May 19, 1999| Single | Filipino

Information Technology | Customer Service

A highly organized and hard-working individual seeking a challenging position in a reputable company to expand my learnings, knowledge, and skills.

EDUCATION: **2015 – 2019**

University of the East, Caloocan City
Bachelor of Science in Information Technology

2011 – 2015
Longos National High School
Maya-maya St. Malabon City – Secondary

2005 – 2011
Can-Oling Elementary School & Ninoy Aquino Elementary School
Bohol & Malabon City

QUALIFICATIONS:

- Equally effective working independently and in cooperation with others.
- Customer Service skills and experience.
- Highly motivated to achieve set goals.
- Computer literate
- Technology- oriented
- Knowledge on Programing (C++, C#, CSS)
- Web Development (WordPress, HTML, PHP)
- Organized and efficient
- Can Adapt to the Changes
- Excellent written and verbal communication skills.
- Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment.
- Laptop's Desktop and Printer Troubleshooting

WORK EXPERIENCE:

Emerson
Master Data Specialist
May 2022 - Present

- Research company locations evaluate industry code information from company websites, industry websites, and BU and LBP sources to determine accurate industry codes for each site and a master industry code that best represents the Automation Solutions' overall business with that customer.
- Perform targeted clean-up through data enrichment processes & forms.
- Create and update company, industry, and custom groupings based on company hierarchies and relationships.
- Perform address standardization using Address Doctor data. Monitor Postal Standard of assigned countries.
- Review company records and ensure that primary address and operational addresses are grouped correctly.
- Research and correct company address and sales information that failed the imports process to facilitate manual loading of data in the Global Data Management System
- Create and update company, industry, and custom groupings based on company hierarchies and relationship
- Handle requests related to sales information modifications in CRM.

Hewitt and Packard (Service Center)
Junior Front Counter
September 2020 – April 2022

- Performs troubleshooting on walk –in client units.
- Handles customer's accounts.
- Assist walk in clients, emails and through phone.
- Create client cases using CDAX, Global Newtown and outlook.
- Update client on the repair status
- Recording daily transactions
- Order parts on HP supply chain and check parts availability
- Request GBS update using SAP
- Prepare Acknowledgement receipt and Official receipt (Cash / Company dated check).
- Handles large data on previous year transactions.
- Explain to the client the support of the unit, Company's Terms and conditions and corresponding charges.

Food Lion – Corolla North Carolina
Sales Associate 2019

- Ring up customers at the cash register, take payments, and issue receipts.
- Assist customers with requests in store and on the phone.
- Trained other J1 students regarding store transactions;
- and other Back-office job
- Greet customers in a friendly and polite manner.
- Demonstrate knowledge of products and services to customers.

Farmer's Daughter - Corolla North Carolina
Associate 2019

- Inventory on stocks
- Organize new arrival stocks on the store, put tag prices, encode and arrange the products.
- Assist customers on what product they are looking for.
- Also ring up customers at the cash register, take payments, and issue receipts.

Beyond the Flavors – Philippines
Sales Associate / Service Crew
November 2018 – March 2019

- Ring up customers at the cash register, take payments, and issue receipts.
- Take orders and assist clients.
- Prepare client orders and serve orders on their table.
- Make different ice cream desserts as customer's order.
- Clean the table/store after customers leave and wash the dishes.
- Inventory on stocks every midnight and prepare a list of products that need to be ordered for additional stocks.
- Maintain cleanliness in the store.