

Kimberly Ann Ines

Client Service Associate

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A Client Service Associate with four (4) years of experienced that represent the first point of contact for clients needing assistance with business products and services. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.

Work Experience

Food Counter Attendant

Ersao Taiwanese Restaurant - Calasiao

January 2019 to Present

- Greeting customers as they arrive and making them feel welcome.
- Directing customers to their seats and answering questions about the menu, and making note of special requests, if required.
- Serving food to diners from a counter or, if seated, taking their orders.
- Communicating food and drink orders to the kitchen staff.
- Assembling and packaging takeaway orders.
- Maintaining cleanliness standards by keeping the counters, tableware, and utensils clean.
- Replenishing food supplies when required.
- Presenting customers with the bill and processing payments.

Client Service Associate

BDO Unibank Inc - Dagupan

July 2018 to Present

- Responsible for providing accurate, efficient and timely processing of over-the-counter transactions pertaining to deposits, withdrawals, payments, foreign currencies and other miscellaneous transactions.
- Communicated with clients regarding account services, statements and balances.
- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Cultivated long-lasting client relationships based on trust and solid understanding of business needs.
- Introduced clients to available online resources and services to increase convenience.
- Provided excellent customer care by responding to request, assisting with product selection and handling ordering functions.

Payroll Clerk

RPR Promotions - Dagupan

April 2018 to June 2018

- Collecting and verifying timesheets.
- Entering employee information and payroll data into the system.
- Calculating payable hours, commissions, bonuses and deductions.
- Identify and resolve payroll discrepancies.

On the Job Training

Land Bank of the Philippines - Dagupan
November 2017 to February 2018

- Performing office duties.
- Assisting other professionals.
- Do clerical works.
- Meeting with othe groups of the same organization.
- Creating reports.

Education

Bachelor's in Business Administration major in Financial Management

University of Pangasinan PHINMA Education Network - Dagupan
March 2014 to March 2018

Skills

- Ability to disseminate detailed concepts into understandable ideas
- Focused and driven to always meet deadlines and targets as required
- Ability to quickly learn and adopt to new environment
- Able to multi-task while remaining focused and goal-oriented
- Efficient communication skills for discussing projects at all levels, with the ability to clearly articulate the work, issues and challenges
- Can maintain a professional attitude with peers, co-workers and clients at all times

Certifications and Licenses

National Certification II for Housekeeping

June 2022 to June 2027