



Shanny Jinang

WORK EXPERIENCE

SECRETARY COORDINATOR

Lanz Matthew Trucking Services

Quezon, Philippines

09/2016-12/2021

- Liaised with customers, addressed Inquiries, handled meeting request and answer billing questions to provide outstanding customer care.
- Utilized active listening skills to quickly resolve problems and escalate larger Issues.
- Drove client retention and increased revenue by driving effective customer relationship management protocols.
- Managed work requests, new orders and pricing changes while coordinating logistics to verify delivery dates.

ADMINISTRATIVE ASSISTANT

Eminent Water Solutions

Quezon, Philippines

07/2014-02/2016

- Develop administrative processes to achieve organizational objectives and improve office.
- Managed physical and digital files, monitored spreadsheets and updated reports to coordinate project materials.
- Directed customers communication to appropriate department personnel.
- Coordinated appointments, meetings and conferences.

SALES COORDINATOR

Pure Snacks Food Corporation

Quezon, Philippines

02/2012-02/2013

- Faster relationships with customers to expand customer base and retain business.
- Delivered exemplary customer service and support by remaining poised in most stressful situation.
- Input customer data into system, updating information regularly with changes to buying habits.
- Coordinated and finalized sales proposals to update product lines.

CONTACT ME

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OBJECTIVE

Seeking a position in life to utilize my skills and abilities and achieve professional growth while being Resourceful, innovative and flexible. To add valuable assets to your esteemed organization as an active member.

EDUCATION

ILAYA NATIONAL HIGH SCHOOL

secondary Graduate

- *Honor Roll*

Marinduque, Philippines

2007-2008

LANGUAGE

Tagalog (First Language)

English

SALES REPRESENTATIVE

CMBH Trading

Quezon, Philippines

01/2011-01/2012

- Placed orders and answered customer questions in-person, through email and over phone to maximize customer service.
- Contracted new and existing customers to outline benefits of products.
- Monitored customers order process and addressed customer issues.
- Fostered relationships with customers to expand customer base and retain business

HR ASSISTANT

AKH Construction and Trading Corp.

Quezon, Philippines

04/2009-12/2010

- Handled sensitive and confidential employee information with complete discretion.
- Processed onboarding paperwork for new hires and rehires.
- Processed employee status changes, keeping human resources systems and employee records up to date.
- Conducted job applicant background check in accordance with policy and procedures.

SKILLS

- File and data retrieval system
- Report Writing
- CRM and office management software
- Scheduling and calendar management
- Accounts payable and receivable
- Data entry
- First Aid/CPR
- Troubleshooting
- Good work ethic
- Flexible schedule
- Conflict resolution
- Organization
- Data management
- Training & development
- Decision-making
- Customer service
- Team building
- Communication
- Microsoft Office