

Jennelyn Deocareza

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📍 283 Mayor Jose F Diaz EXT. Purok 5, Brgy Silangan, San Mateo, Rizal Philippines, 1850

📄 Objective

Organized and dependable candidate, successful at managing multiple priorities with a positive attitude and a willingness to take on added responsibilities that will contribute to meet the organization goals.

🧠 Skills

- Attention to detail
- Self-Motivated
- Integrity and Commitment
- Empathetic And Emotionally Intelligent.
- Good Coaching And Verbal Communication.
- Flexible and Adaptable to Environment
- Clerical Support
- Mindful in Occupational Safety and Health
- Goal-Oriented.
- Analytical
- Attentive to customer concerns
- Dependable and Responsible to work
- Ability To Work As Part Of A Team.
- Good Written Communication.

🎓 Education

Bachelor of Science in Information Technology 06/2015 - 04/2019
Pamantasan ng Lungsod ng Marikina(City University of Marikina) Marikina City, Philippines

Secondary/High School 06/2011 - 04/2015
Valeriano E Fugoso High School Marikina City, Philippines

📁 Professional Experience

Task Us Inc.

Customer Service Representative 07/2019 - 11/2022
-Resolving issues and troubleshooting technical problems. Quezon City, Philippines

- Delivering information about a company's offerings.
- Handling customer complaints.
- Customer Accounts Management Support such as order cancellation, account deletion and alterations
- Keeping a humble attitude at all times as a Brand Representation

Quality Analyst 12/2022 - 01/2023
-Review to live and recorded transactions and provide feedback Quezon City, Philippines

- Identify tickets with poor performance and remedy any issues
- Implement training and coaching for customer service representatives
- Evaluate inbound tickets/emails for regulatory compliance
- Present internal feedback to management
- Ensured customer service representatives met customer service standards
- Educated customer service representatives on company policies and compliance regulations
- Encouraged proper customer service practices