Jennifer Andrea D. Mercene

#48 Block 5 Kaingin 1 Pansol Quezon City
Contact No: 09065325110
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Educational Attainment:

Tertiary : **TESDA (National Language Skills Institute)**
Bayani Rd, Taguig, 1630 Metro Manila
November 9, 2021-December 9, 2021
Spanish Course

Secondary : **Balara High School**
H. Ventura St. Balara Filters Quezon City
2006-2010

Primary : **Pozorrubio Central School**
Pozorrubio, Pangasinan
1997-2003

Personal Details:

Nickname : Andrea/Andeng
Height : 5”2
Age : 31
Place of Birth : Quezon City
Date of Birth : October 12, 1990
Civil Status : Married
Color of Eyes : Brown
Father’s Name : Rodolfo V. De Guzman
Occupation : Cameraman/Driver
Mother’s Name : Jennifer R. De Guzman
Occupation : Housewife

Qualifications:

- Can work under pressure
- Fast Learner
- Good to Excellent in communication skills
- Flexible in every task/risk
- Self-motivated
- Strong Work Ethic

Skills:

- Proficient in Microsoft Office (MS Word, Excel & PowerPoint)
- Excellent written and verbal communication skills.

Job Experience & Description:

Concentrix CVG Company
(Customer Advisor I)
Healthcare Account
September 6, 2021 to present

- Assist members to place an order for their OTC benefits
- Process Card and Catalog request
- Guide and assist the member to place an order and register online
- Activate members Card
- Provide other options on for different methods on how to place an order

The Results Cx Companies
(Customer Service Representative)
Prepaid & Financial Account
July 27,2020 to September 6, 2021

Prepaid Account
➢ Answer Inbound Calls from the US
➢ Assist clients when it comes to Activation, Cancellation of there account
➢ Assist customers to process a payment
➢ Handles one of the Telecommunications Company in the US (Prepaid Acct.)

Financial Account
➢ Script Compliance
➢ Assist customers to process credit card application

Service Solutions Multi-Purpose Cooperative
JAPAN IPL EXPRESS
(Receptionist/Cashier)
Jan. 9, 2018 to Sept. 12, 2019

➢ Greet clients
➢ Assist new clients regarding with the procedure & queries
➢ Answers phone calls
➢ Handles client personal info, updates & remind them on their next visit
➢ Manage all reports (Daily Activity, Daily & Monthly Sales, Inventory/ Supplies etc.)
➢ Issues necessary receipts
➢ Monitors govt. certificates validity

LSV Global Ventures Inc.
(Administrative & Finance Assistant/Bookkeeper)

May 4, 2017 to Nov. 17, 2017

Manage:
- ➢ 201 Files
- ➢ Employee Payroll (weekend & monthly)
- ➢ Accounts Payable & Accounts Receivable
- ➢ Bank Transactions (withdrawals/deposits/payments/encashment)
- ➢ Government Contributions (SSS/PHIC/PAGIBIG)
- ➢ Bidding Documents File (tabbing/encoding/wrapping/packaging)
- ➢ Timekeeping in Mancoms/Meetings

AL Niel International Manpower Agency
(Office Staff)
January to June 2013

Manage:
- ➢ Applicants paper/requirements going abroad
- ➢ Segregate old applicant files to new files/ Encoding
- ➢ Monitor Applicants already working abroad
- ➢ Accompany all Applicants to the Airport.

School of Performing Arts
(Personal Secretary)
February to October 2012

Manage:
- ➢ All meetings and schedule of my boss
- ➢ Enrollment forms
- ➢ Phone calls regarding queries & concerns of students/parents
- ➢ Choreographers/Dancers Payroll
- ➢ The Schedule of the Teacher/Choreographer

PCN PromoPro Inc.,
(Promodizer/SEASONAL)
January to March 2011
SM North/Savemore Sikatuna

Manage:
- ➢ Customers very well
- ➢ Sales everyday
- ➢ To reach our daily quota
- ➢ The records of Ice cream stocks, flavors (including the cone)

Character References:

- **Romeo Jasa (09304075973)**
  Unit Head Manager

Manila Water/ Filter 1

- **Miriam Alvarez (09159860221)**
  Corporate Secretary
  Humming Plus Philippines
  Tandang Sora, Quezon City

- **Leonila Ronde (09959275770)**
  Accounting Officer
  First Choice Industrial Safety Corporation
  Shaw Blvd., Quezon City

I hereby certify that all the information state herein are true and correct to the best of my knowledge and belief.

Jennifer Andrea D. Mercene
Applicant's Signature