Joshua Jyle Facunla

jylefacunla@gmail.com +63 962 5878 787 Mandaluyong City, Philippines 1550

Career Summary

- A committed and hard-working young person with a strong work ethic and experience when it comes to sales and customer service. Seeking to secure a position in your company. Strong desire to succeed in any role. Dedicated to all tasks and takes pride in work.
  Seasoned and highly experienced Customer Service Management Professional bringing 6 years in sales, retail and support, with a proven track record of success in driving team performance & productivity, resolving escalated customer issues, and increasing customer satisfaction ratings.

Employment

CUSTOMER SERVICE ASSOCIATE
November 2022 - Present
FEDERAL LAND INC, MAKATI CITY, PHILIPPINES

- Maintain a positive relationship with the customers in the Real Estate Industry.
- Aftersales communication to Buyers - Incoming & Outgoing Communications received from buyers through emails, calls & walk-in visits.
- Booking and rebooking of accounts such as;
- Change Name/ Transfer of Rights/ Payment term
- Conversion of Lease to Own Contract into a regular sale
- Title Release to Buyers

ONLINE ESL TEACHER (PART TIME & HOME-HOME BASED)
January 2023 - October 2023
REAGENT LANGUAGE CENTER CORPORATION, QUEZON CITY, PHILPPINES

- Accomplished Online English Teacher providing quality instruction to Japanese students during one-on-one English conversations and lessons for online English schools.
- Experienced in creating and delivering engaging and informative English lessons, maintaining student progress records, and providing personalized feedback to students.

CUSTOMER RELATIONS OFFICER/ RETAIL STORE SPECIALIST
January 2018 - May 2022
SMART COMMUNICATIONS INC, MAKATI CITY, PHILIPPINES

- Handles sales and customer service of the company. Rectify issues experienced by individual customers as well as aim to improve the organization's overall service.

Education

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION - MARKETING MANAGEMENT
March 2017
NOTRE DAME OF MARBEL UNIVERSITY, KORONADAL CITY, PHILIPPINES