

CONTACT ME



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Student Visa

EDUCATION

Kent Institute Australia - Sydney

Certificate IV in Information Technology
Diploma of Information Technology
2024 - 2026

Saint Theresa's College - Cebu

Bachelor of Science in Psychology
2014 - 2017

SKILLS

- Strong organizational and time-management skills
- Outstanding communication and interpersonal abilities
- Capable of working autonomously and collaboratively within a team
- Detail-oriented with the capacity to manage multiple tasks concurrently
- Proficient in managing, filing, and organizing crucial company documents

CERTIFICATES

- Responsible Service of Alcohol Certificate

Valid from 2024 - 2029

ERIKA CASTAÑARES

Customer Service Associate

I am a committed and achievement-oriented Customer Service Associate, bringing over 5 years of experience to the table. Throughout my career, I have refined my abilities in delivering exceptional service, fostering robust client relationships, and efficiently addressing intricate issues.

As a collaborative team player, I have successfully partnered with cross-functional teams to streamline processes and elevate the overall customer experience. Additionally, I have a track record of enhancing online engagement for clients, achieving a notable 10 percent increase. Furthermore, I have effectively managed highly confidential internal documents with utmost care and responsibility.

PROFESSIONAL EXPERIENCE

Retail Store Associate - Casual

TJX Australia - TK Maxx | March 2024 - Present

- Delivering excellent customer service
- Sales merchandising and arranging of stocks from the processing center to the store floor ensuring a high-quality shopping experience for our customers
- Stock management and inventory

Customer Service Representative - Virtual Assistant

TONS OF RENTALS, 5 STAR VAs | March 2023 - September 2023

- Improved customer satisfaction by promptly addressing inquiries and efficiently resolving issues.
- Demonstrated discretion in handling confidential information and documents, ensuring their proper organization.
- Managed CRM and company website effectively.
- Streamlined interdepartmental communication to ensure timely resolution of customer concerns.

Virtual Assistant - Project-based/Part-time

KELLER WILLIAMS REALTY | September 2022 - March 2023

- Enhanced Project Launch with Email and Text Boosting.
- Raised Client Satisfaction through Efficient Email and Calendar Management.
- Streamlined Operations with Proficient Data Entry and Document Handling.

Customer Service Representative - Bank Teller

Metropolitan Bank & Trust Company | April 2018 - July 2022

- Improved customer satisfaction by promptly addressing their needs and delivering personalized service.
- Provided account services to customers, including receiving deposits, processing loan payments, cashing checks, issuing savings withdrawals, and selling cashier's checks.
- Securely handled multiple payment methods, minimizing discrepancies and potential losses.
- Exceeded productivity goals through consistent attention to detail and organization during busy shifts.