

# Eunice Jane Lait

## CONTACT

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 Philippines

## EDUCATION

**Bachelor of Elementary Education** 2011-2015

Batangas State University  
Arasof-Nasugbu Campus

**Kaylaway National High School** 2006-2010

Graduate

## SKILLS

- Communication
- Time management
- Fast learner
- Technical skills
- Creativity
- Research

## LANGUAGE

English (Very Good)

## EXPERIENCE

**Customer Service Representative** 2018-Present

Inbound International Account T-Mobile USA and Metro by T-Mobile

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

**Accounting Officer** 2017-2018

Hikari Manpower Agency

- Maintain receivable and payable accounts.
- Manage petty cash transactions.
- Help the team with bookkeeping duties.
- Updating Government Contribution such as SSS, Pagibig and philhealth

**Admin Employee Relation** 2016-2017

House Technology Industry PTE. LTD

- Providing counseling services to employees, participating in recruitment and dismissal processes, and performing employee background checks, also communicate HR policies, collect and analyze employee data, and oversee employee training.