
MA. KHARMEL B. PIMENTEL

Contacts Numbers: +639924467196

E-Mail Add: emkayeadams0106@gmail.com

LinkedIN: <https://www.linkedin.com/in/kharmel-pimentel-126057262/>

**SUMMARY:**

Experienced in communication and problem-solving from customer service roles. Dedicated to fostering collaboration, networking, and contracting, while providing exceptional virtual assistance and customer service roles. Eager to leverage skills in virtual support and customer service to achieve productive results.

ACADEMIC PERFORMANCE:**Bachelor of Secondary Education Major in English Language and Literature**

Xavier University – Ateneo de Cagayan

Graduation date: March 2005

PROFESSIONAL EXPERIENCE:**XAVIER UNIVERSITY - ATENEO de CAGAYAN**

September 2021- Present

- College Instructor
 - Taught required courses for first-year students across all Colleges, integrating principles of peacebuilding and development into the curriculum to prepare students for societal engagement and community development.
 - Facilitated community partnerships by linking academic institutions with local organizations for collaborative projects aimed at community development and social impact.
 - Participated in training and enhancement courses to instruct and teach in full online and hybrid modalities, incorporating community engagement and development strategies into teaching methodologies.
 - Developed course materials and implemented innovative teaching strategies to enhance student understanding of community development concepts and foster active participation in societal engagement initiatives.

June 2012- September 2021

- Administrative Assistant
 - Conducted evaluations and distributed results to gather data about student development, track their progress in societal engagements and community work, and ensure fulfillment of course requirements.
 - Managed student services and records, maintaining accuracy and confidentiality in all administrative tasks.
 - Developed and implemented organizational systems, optimizing workflow and enhancing productivity for colleagues and student services.
 - Oversaw office correspondence and acted as property custodian, ensuring accountability and compliance with institutional policies.

RIPPLE MEDIA Inc, REMOTE CANADA

September 2016- October 2023

- Virtual Administrative Assistant (2018-2023)
 - Compiled and analyzed data for sales reports, supporting decision-making processes.
 - Conducted quality assurance testing to ensure quality of call handling.
- Inbound Customer Service Representative (2016-2018)
 - Responded promptly to customer inquiries via calls and emails, delivering personalized assistance and resolving issues effectively.
 - Maintained high standards of service quality, contributing to overall customer satisfaction and retention.

THE ROSEDRESS Inc, REMOTE USA

August 2010- June 2012

- Email and Chat Support
 - Delivered comprehensive email and chat support, addressing customer queries and promoting company products.
 - Conducted competitor analysis and contributed to marketing efforts, enhancing company visibility and online presence.

MAGRUDY'S LLC, DUBAI, UAE

November 2008- December 2009

- Customer Sales Associate
 - Provided exceptional customer service, guiding customers through the shopping process and managing special orders with care.
 - Cultivated professional relationships with customers and colleagues, fostering a positive work environment and enhancing brand reputation.
 - Contributed as a working committee member in the Emirates Airlines Festival of Literature, promoting diversity and cultural expression through literature. This involved facilitating interactions between international champions and Emirati talent and Arabic writers.

SKILLS:

- **Leadership and People Skills** developed through the formation years in Jesuit Education and various work experiences
- **Strong communication skills** honed through customer service roles, facilitating effective interaction with community members and stakeholders.
- **Proficient problem-solving abilities** demonstrated in addressing customer inquiries and resolving order concerns, translating to effective solutions for community development challenges.
- **Developed critical thinking and approaches** in understanding community needs, developed through volunteer experiences and customer service interactions.
- **Efficient Office Management** skilled in organizing and coordinating tasks to ensure smooth operations.
- **Adaptability and Proficiency in Computer Applications** such as Microsoft, Google Suites and other related Applications.
- **Open to learning effective strategies in community organizing and development work, with a willingness to adapt to various situations.**
- Other Skills in **Administration, Program/Project Management, Customer Service and in Teaching/ Instructing.**

VOLUNTEER AND INTERNSHIP EXPERIENCE:

- **Engaged in various Community-based Children Education** as Member, School of Education Teacher's Guild, Xavier University Ateneo de Cagayan, Cagayan de Oro City, Philippines (2001-2005)
- **Facilitated and Lead College Students in their Community Services** as Class Facilitator, National Service Training Program, Xavier University Ateneo de Cagayan, Cagayan de Oro City, Philippines (2002-2005)
- **Engaged in Advocacy and Education of various Social Concerns and Involved in Community Services with different Basic Sectors** as Volunteer, Kristohanong Katilingban sa Pagpakabana Social Involvement Office – Student Volunteer Formation Program, Xavier University, Cagayan de Oro City, Philippines (2002-2005)
- **Handled Formal and Informal Education of the Youth** as Intern, Practice Teacher in Xavier University High School, Lapasan National High School and Sto Nino Learning Center (2004)
- **Immersed and Worked with the Indigenous People's Education** as Volunteer, Summer of Service, Sitio Bendum Bukidnon (2004)
- **Engaged Student Leadership and Governance** as Department Secretary, Central Student Government - Xavier University Ateneo de Cagayan, Cagayan de Oro City, Philippines (2003-2004)