

Joanna V. Zabat

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PROFESSIONAL SUMMARY

Dedicated professional with a versatile background encompassing roles in customer service, operations management, and client relations. Proven track record in enhancing customer satisfaction, optimizing operational processes, and delivering exceptional service in fast-paced environments. Experienced in handling diverse responsibilities including customer interaction, operational efficiency, and team collaboration. Seeking to leverage skills and experience in a new role to contribute effectively to organizational success.

SKILLS AND ABILITIES

- Communication skills
- Organizing planning
- Team collaboration
- Critical thinking
- Tolerance flexibility
- Time management
- Decision making
- Adaptability pressure
- Problem solving

WORK EXPERIENCE

Bank of the Philippine Islands | Philippines 2016 - 2023

Position: Customer Service and Sales Associate

- Developed knowledge and skills to take on further responsibilities.
- Productive & competitive in meeting client needs.
- Highly professional, reliable, and able to perform duties with minimal supervision.
- Responsible for ensuring safekeeping and balancing of cash and accountables.

United Coconut Planters Life Assurance Corporation | Philippines 2014 – 2016

Position: Branch Operations Specialist

- Managed day-to-day operations and optimized processes for efficiency.
- Assisted in implementing new procedures and improving customer experiences.
- Handled supply ordering and inventory management.

BDO Unibank, Inc. | Philippines 2013

Position: Client Service Associate

- Ensured positive and professional client service experiences.
- Managed client inquiries and directed complex issues to relevant departments.
- Provided technical assistance on products and services.

McDonald's Tagaytay - Taal Branch | Philippines 2012 - 2013

Position: Service Crew

- Took customer orders accurately and efficiently.
- Prepared food and beverages according to company standards.
- Ensured cleanliness and sanitation of dining and kitchen areas.

EDUCATION

Lyceum of the Philippines University - Cavite Campus | Philippines

2009 - 2013

Bachelor of Science in Business Administration Major in Operations Management