

CARMINA JOY G. MERCADO

MARKETING MANAGEMENT

Profile

- To be part of the institution where can I develop my capacity to enhance on.
- To become a versatile and adaptable individual willing to be trained in a fast growing company in a position that suits to my qualification.

Work Experience

2022 - 2023 Asia United Bank

Treasury Operations Staff

- Assisting supervisor with the company's treasury activities
- Provides financial analysis to executive management.
- Preparing and communicating daily banking activity reports.
- Responding to customer complaints and addressing transactions.
- Processing treasury payments and incoming transactions.
- Investigating and resolving discrepancies with cash transactions.

2021 Supcart Philippines

E-Commerce Customer Service Associate

- Ensure customer satisfaction by providing professional and outstanding customer support.
- Communicating with customers through various customer channels.

(Identifying customer questions, concerns, and overall needs, and responding promptly, and providing accurate answers and solutions.

- Knowledgeable in the operational process and follow.
- Performing other duties as the need arises

2021 Sta. Lucia Health Care Centre
Marketing Associate

- Managing daily administrative tasks
- Assist with organizing promotional events
- Monitor competitors' marketing activities



 +971 583 067 305

 carminajg3221@gmail.com

 Dubai, United Arab Emirates

Education

Bachelor of Business Administration

De La Salle College of St. Benilde
2015-2019

Harris Memorial College
HIGH SCHOOL
2005-2009

Expertise

- Good Customer Service
- Computer Literate (MS Office, Google Docs, Canva, Social Media, Shopify, Ebay, Amazon)
- Honest and Motivated.

Language

English

Passport Number: P7674430B

Expiry Date: Sept. 22, 2031

Work Experience



CONCENTRIX

2020 Customer Service Representative (Chat Support)

- Assist with account inquiries, placement of orders, refunds, or exchanges.
- Identifying customer needs and helping customers concern.
- Provide information for incoming customer queries.

2019-2020 China Construction First Group Corporation Limited

Admin Assistant / Office Receptionist

- Maintaining physical and database personnel records like contracts.
- Update internal databases with newly hired information.
- Organize filing system of important and confidential company documents.
- Schedule bank statements or hand- out pay checks directly to employees.
- Serves as HR assistant if needed.
- Assists in the requisition of supplies, sorting mails, relaying of messages, composition of correspondences and perform other basic tasks as required for efficient business operations.