



PROFILE

To seek and maintain full-time position that offers professional challenges and utilizing interpersonal skills, excellent time management and problem solving skills. I am hardworking and Passionate job seeker with strong organizational skills eager to secure entry-level IT Technician position. Ready to help team achieve company goals.

CONTACT

Mobile:
+971 50 569 4823

□ EMAIL:

adonille@gmail.com

PERSONAL INFORMATION

Age : 26
Civil Status : Single
Visa Status : Residence visa

DONILLE M. ARNOBIT

WORK EXPERIENCE

WE VAPE – Khalidya Abu Dhabi

Sales Associate – January 5 2023 to Present

- Ensure High Level of customer satisfaction through excellent sales services
- In charge of Social Media account
- Inventory and maintain in-stock and presentable condition of the product
- Process POS if necessary
- Remain Knowledgeable of all product to discuss with the customer
- Dealing with the supplier

Optum Philippines - Customer Service Representative NOVEMBER 2020 – MARCH 2022

- Excellent aptitude working in Health Care Account.
- Managed all queries related to healthcare services for customers appropriately seeking medical advice or treatment.
- Educated patients and families on treatments, procedures, medications, continuing care and community resources.
- Manage a high volume of inbound/outbound phone and email contacts from both current and prospective customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Responded to customer comments and questions via Live Chat
- Escalate issues to management if required.
- Administer and prioritize all customer task and ensure achieve Of all deadlines within required timeframe.
- Monitor Incoming calls.
- Maintain accuracy of all data and verify the same for all customer service.

Concentrix – Customer Service Representative FEBRUARY 2020 – NOVEMBER 2020

- Detail-oriented Car Rental Agent with a history of excellent customer service reviews.
- Maintain and updating the rental agreement files, contracting and notifying the customers of overdue rental vehicles and process

Responsible for answering incoming calls and arranging rentals for New clients.

- Answered customer telephone calls promptly to avoid on- Hold wait times.
- Provide primary customer support to internal and external customers.
- Responded to customer requests for products, services and company information.
- Maintain knowledge on all customer requirements and provide appropriate solutions.

Sta. Cruz Laguna Municipality office

Government Service Company

Document Controller & Admin Coordinator – March 2019 – January 2020

- Answering Phone calls and Provide correct information by answering inquiries
- Schedule appointment and maintaining calendar
- Prepare Correspondent
- Create and maintaining filing system
- Assist in the preparation of regular schedule weekly, monthly reports
- Order office supplies
- Copy and scan store documents
- Retrieve file as requested by employee
- Maintain confidential around sensitive information and terms of agreement
- Prepare and monitoring invoice
- Handling LPO
- Organized travel arrange by top management
- Implement clerical duties
- Answering emails
- Received, sort and distribute mail
- Handle confidential documents

Colegio de San Juan de Letran – Internship

Aug 2018 – Jan 2019

- Supported the IT team in maintaining both hardware and software
- Trained to troubleshoot technical issues.

Jollibee Restaurant Philippines

Waiter – Nov 2017 – July 2018

- Greet the customer upon entering the shop and assist them in the table hand out menu
- Provide perfect service experience
- Answer question & make a recommendation in menu
- Take meal & beverage order
- Apply positive up sale
- Deliver the food and beverage order
- Follow up the customer if there's anything else needed
- Making sure to clean the table all the time
- Process payment with the cash register

EDUCATION

Bachelor of Science Information Technology

Laguna State Polytechnic University

April 2019 – Undergraduate

KEY SKILLS AND CHARACTERISTICS

- Proficient in Microsoft Office, Internet application, Web searching and Social networking
- Motivated and Flexible on pursuing goals and can easily adapt in and given solution
- Understanding customer needs and responding to difficult customers
- Data Entry and maintenance
- Fast learner
- Problem Solving
- Communication Skills