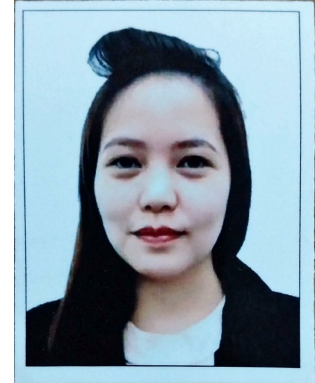


**JAMELAH MACARAMPAT LAO**

**Contact: 0582527703**

**Email: eyeteamlao@gmail.com**

**Enoc 1, Al-Quoz Industrial Area 2, Dubai U.A.E**



### **Objectives:**

Experience and reliable customer service with extensive experience in providing assistance in a busy call center setting. Strong dedication to help customers resolve issues and cultivating positive image of the company. Excel in both team environments and alone. Proven ability to listen attentively, solve problems quickly and efficiently, and create high-quality professional relationships with caller. Fully committed to follow company procedures and winning loyal customers.

### **Experience:**


**Call Center Agent** at Sibs International Business Solution in Tagum City, Davao Del Norte, Philippines. (2018)

**Sales Assistant** at ENOC Dubai, United Arab Emirates (2019-2022)

### **Job Responsibilities:**

- Answer incoming calls and respond to customers queries and emails.
- Provide solution in an immediate time.
- Processing cash and card payment.
- Reporting discrepancies and problems to the immediate supervisor.
- Updating stock and placing orders for new item to maintain stock level.
- Balancing cash registers with receipts.
- Sell product and place customers order in the computer system.

### **Personal Details:**

- Name : Jamelah Macarampat Lao
- Date of Birth : 02/05/1991
- Nationality : Filipino
- Marital Status : Single
- Visa Status : Employment Visa
- Passport No. : P2109229B
- Passport Issued : 08/05/2019
- Passport Expiry : 07/05/2029
- Languages  F:

### **Educational Background:**

- Elementary School : Graduate (2004) Malabang Lanao Del Sur, Philippines.
- Secondary School : Graduate (2008) Malabang Lanao Del Sur, Philippines.
- Tertiary School : Graduate (2018) Mindanao State University, Philippines.

### **Skills:**

- Good communication and issues resolution abilities.
- Ready and able to work individually or within a team environment.
- Flexible and can be able to work in a multicultural environment.
- Superb interpersonal skills and exceptional ability towards greater customer satisfaction.
- Willing to work on a shift basis schedules including weekends.

- Always smartly dressed, articulate and presentable.

**Declaration:**

I hereby certify that the above mentioned is correct and true to the best of knowledge and belief.