

# Jennifer Royo Lariosa

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## ✓ Objective

To utilize my technical skills and provide a professional service to customers by applying and honing my knowledge and working in a challenging and motivating working environment.

## ✓ Experience

- **Leadright Auto Accessories** March 2022 - Present  
Customer Service cum Accounts Executive
  - Answer customers' phone calls to take orders, resolve complaints, answer queries, and provide customer information.
  - Follow up with customers and their complaints, ensuring that their requests are attended to accordingly.
  - Keep records of interactions and transactions of customers using ZOHO CRM, including details of customer complaints, inquiries, and comments.
  - Process, verify, and post receipts for goods sold or services rendered.
  - Research and resolve account discrepancies.
  - Perform administrative and clerical tasks, such as data entry, preparing invoices using QuickBooks, and sending bill reminders.
  - Obtain information from other departments to ensure records are accurate and complete, and that accounts receivable ledgers and journals are up-to-date.
  - Sort and file documents.
- **Cebuana Lhuillier Pawnsafe Services - Philippines** July 2013 - 2017  
Operation In-Charge  
Ensuring transactions are completed in an efficient manner with a high level of accuracy. Open / close branches as required and ensuring all tasks and checks are completed.  
Oversee and Manage daily operations to ensure efficiency and Compliance.  
Develop and implement strategies to enhance operational processes and optimize resource utilization.  
Providing expedited collection and processing of different types of payments and correspondence for our customers and electronic documentation.
- **Nail And Beauty Lounge -DOHA QATAR** February 2019 - 2022  
Receptionist
  - Manage incoming calls and emails and direct them to the appropriate departments or team members.
  - Perform general office duties such as data entry, filing, and maintaining office supplies.
  - Prepare and process documents, reports, and correspondence.
  - Prepare bills and handle collections.
  - Oversee day-to-day operations.
  - Prepare monthly payroll using WPS (Wage Protection System).
  - Generate daily and monthly reports.

## ✓ Education

- **Holy Cross College of Carigara, Carigara Leyte Philippines** April 2009- 2013  
Bachelor of Science in Business Administration Major Financial Management  
College Graduate

## ✓ Skills

- Computer Proficiency
- Customer Service
- Team Player
- Attention to Detail
- Multitasking