



Arnel Ty Losito

Profile

Dedicated customer service professional with 5 years of experience in providing exceptional support and solutions. Skilled in effectively communicating with diverse clients, resolving inquiries, and ensuring a positive customer experience. Proficient in handling complex issues with a calm demeanor, and passionate about helping customers achieve their goals. Committed to continuous improvement and delivering high-quality service in fast-paced environments.

Contact

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056-694-9818

Al Jaffiliya, Dubai, UAE

Education

- **Polytechnic University of the Philippines**
Bachelor in Banking & Finance
Completed in 2019

Skill

- Attention to detail
- Technical skills
- Problem-Solving
- Training & Support
- Communication Skills
- Adaptability
- Solution Design
- Creativity
- Project Management
- Requirements Gathering
- Organizational skills
- Sales Skills
- Customer Service

Microsoft Office Skills

- Excel
- Word
- PowerPoint
- Outlook
- SharePoint
- Teams

Work Experience

January 2023 – August 2024

CGI Philippines Inc.

Front Receptionist

- Greeting visitors, answering calls, and directing inquiries to the appropriate departments.
- Handling administrative tasks such as scheduling appointments, managing calendars, and maintaining office supplies.
- Maintaining accurate records of visitors, calls, and important documents.
- Providing exceptional service to clients and guests, addressing their needs and concerns.

April 2021 – January 2023

SM Store Appliances

Visual Merchandiser

- Ensuring that all visual elements adhere to brand guidelines and standards.
- Updating displays according to seasonal themes, promotions, and new product launches.
- Managing stock levels, processing shipments, and maintaining inventory records.
- Creating reports on display effectiveness, sales performance, and inventory levels related to visual displays.

February 2020 – April 2021

Western Union – Vantage Financial

Customer Service Representative

- Answer phone calls, emails, and other inquiries, directing them to the appropriate department or person
- Processed a high volume of financial transactions, including money transfers, bill payments, and currency exchanges, with accuracy and efficiency.
- Provided exceptional customer service by addressing client inquiries, resolving issues, and assisting with transaction-related concerns.