



# 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

arneltylosito@gmail.com

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

October – December 2024

### **Waitrose & Partners**

Visual Merchandiser / Admin Assistant

- 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.

April 2022 – July 2024

### **CGI Incorporation**

Software Engineer

- Set up modules like Finance, Trade & Logistics, Inventory, or HRMS as per the business needs.
- Prepare test cases and perform Functional Testing, Integration Testing, and User Acceptance Testing (UAT).
- Train end-users on the system's functionalities and workflows..
- Handle system updates, patches, and continuous support for end-users..

February 2020 – April 2022

### **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.