

JENNIE A. DUCAY

jennieducay10@gmail.com

+971 567210056

1402 Al Jazira Jewelry Building, Hamdan St.,
Abu Dhabi, UAE



Personal Summary

A highly motivated bachelor's degree Graduate who has wide experiences in Customer Service Relation fields. Excel in the field with hard work, perseverance and dedication.

With my strong communication skills, flexibility and adaptive character, ensuring resolution and customer satisfaction are part of my goals. I am very organized and willing to accept responsibilities assigned to me. I am also able to provide clerical and administrative support to the company effectively and efficiently.

I am looking forward to joining a company that offers a long-term opportunity and career where I can use my skills and knowledge for both organizational and personal growth, and to be able to sustain the needs of my family.

SKILLS

- Strong communication skills
- Fluent in speaking English Language
- Knowledgeable in MS Office applications
- Organized and Detail-Oriented
- Flexible and adaptive
- Patient and with effective listening
- Customer Relation Management (CRM)

WORK EXPERIENCE

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| ● EVERISE
Bonifacio One Tech Tower, Rizal Ave., Taguig City, Ph. | November 2022 – November 2024
Customer Service Representative,
Operations Department |
| ● EXL Services
Telstra Bldg. Secom, Pasay City, Ph. | July 2021 – October 2022
Customer Service Representative |
| ● TELETECH Holdings Inc.
Telstra Bldg. Secom, Pasay City, Ph. | February 2015 – December 2018
Customer Service Representative |

ACADEMIC BACKGROUND

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| ● Bachelor of Science in
Mathematics | Polytechnic University of the
Philippines
June 2010 – April 2014 |
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- Secondary and Primary Schools

Imus National High School, Cavite
2006 – 2010
Padre Zamora Elem. School, Pasay
2000 – 2006

PERSONAL DATA

Nationality: Filipino
Birth date: November 26,1993
Age: 31
Status: Married
Language Spoken: English and Tagalog
Visa: Visit Visa

I hereby certify that the above information is true and correct.