



JERREMY AGUILAR

Customer Service/Admin Assistant

Contact

Phone

+971 58 930 4437

Email

jem_0604aguilar@yahoo.com

Address

Hamdan St., Abu Dhabi

Education

2008

Associate in Information Technology

CTC - Central Luzon State University

Skills

- Computer Literate
- Great technical Skills
- Problem solving and good decision making
- Team Player
- Flexible and Initiative
- Negotiable and persuasive

Reference

James Carlo Cabral

Operation Supervisor, Akyasi Services LLC

Phone : +971 58 530 0817

Career Objective

To pursue a highly rewarding career, seeking for a challenging job and healthy work environment where I can utilize my skills and knowledge efficiently for organizational growth.

Experience

Customer Service/Concierge

July 2022 - January 2025

Akyasi Service LLC / Agora Org. and Event Management LLC
Yas Mall, Abu Dhabi, UAE

- Provide hassle free shopping service to the customers.
- Maintaining a friendly and positive demeanor, warmly welcoming guests, assisting with their shopping bags or carts, handling deliveries and fulfilling any other requests they may have.
- Ensure that all shopping carts and bags are correctly delivered to the customer according to company procedures.
- Ability to lift heavy objects, good customer service skills and ability to work quickly.

Sr. Admin Specialist

February 2020 - May 2022

Lacto-B Incorporated (Yakult) | Angeles City, Philippines

- In charge with the schedule of Renewals of Registration & Insurance of company vehicles.
- Responsible to make an assessment if the particular vehicles may be for sale.
- Responsible in monitoring the schedule of maintenance of all company's vehicle such as change oil, tune up and other related matter such as preventive maintenance service.
- Prepare day to day activities of Maintenance staff, Corporate Drivers and Shipping Personnel
- Prepare purchase order of maintenance supplies.
- Conduct inventory of materials and other maintenance supplies.
- Negotiate with the car dealers for the purchase of company vehicles.

Customer Care Associate (Healthcare)

June 2019- December 2019

Conduent Business Services Philippines Inc. | Pasay City, Philippines

- Take inbound calls for Medicare members, assist members with ordering correct medications, update member's demographics and credit card information.
- Educate members on next fill dates for medications and inform them about expired prescriptions.
- Takes payments for past due balances and attach credit cards to correct orders.
- Transfer members to a pharmacist for questions regarding medications.
- Help members access online pharmacy accounts.
- Educate members about prescription drug plan coverage.
- Process refunds for members, send invoices for medications.
- Ensure member's medication are delivered to the correct address.
- Transfer members to other department for further assistance.