



# JERREMY AGUILAR

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## SUMMARY

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Results-driven professional with 15 years of extensive experience across multiple industries, including 4 years in customer service, 2 years in administrative roles, and 9 years in various other fields. Proven ability to handle customer inquiries, resolve issues efficiently, and ensure client satisfaction. Skilled in administrative support, document management, scheduling and coordinating business operations to enhance productivity. Strong communication, problem-solving and multitasking abilities, with a keen attention to detail. Adept at working in fast-paced environments, collaborating with teams and adapting to new challenges to drive operational success.

## WORK EXPERIENCE

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**Customer Service/Concierge, Akyasi Services LLC (Yas Mall, Abu Dhabi, UAE)** **July 2022 - Jan 2025**

- Handled customer calls to arrange shopping bag pickups, coordinated with porters for timely and accurate deliveries to customers' vehicles and provided assistance with inquiries, complaints and service-related concerns. Maintained detailed records of requests, ensured smooth communication between teams and upheld high customer service standards to enhance the customer shopping experience.

**Senior Admin Specialist, Lacto-B, Incorporated, Philippines** **Feb 2020 - May 2022**

- Detailed-oriented and highly organized with expertise in vehicle fleet management and logistics support. Skilled in processing vehicle registration and insurance, coordinating vehicle maintenance, managing maintenance teams and procuring vehicles for logistics operation. Adept at handling various administrative tasks to smooth business operations, compliance with regulations and cost effective solutions. Strong ability to multi-task, problem solve and optimize process for efficiency.

**Customer Care Associate (Healthcare), Conduent Business Services, Philippines** **June 2018 - Dec 2019**

- Experienced customer service professional with a strong background in handling inbound calls to assist members with prescription refills, medication coverage verification, shipment tracking, payments processing and addressing medication-related concerns with accuracy and empathy. Skilled in navigating pharmacy and insurance systems to provide clear and timely solutions while ensuring compliance with healthcare regulations and company policies. Strong problem-solving abilities, excellent communication skills and a commitment to delivering a positive customer experience. Proven ability to multitask, manage high call volumes and maintain professionalism under pressure.

**Purchaser, Montalban Concrete & Asphalt Inc., Philippines** **June 2017 - Dec 2017**

- Experienced in sourcing and procuring spare parts, equipment and office supplies for ready mix concrete plants. Skilled in supplier negotiation, cost control, inventory coordination and ensuring timely procurement to support maintenance and operations. Strong knowledge of purchasing processes, documentation and budget management.

**Dispatcher, Arayat Concrete Sand Inc., Philippines** **Sep 2008 - Dec 2016**

- Responsible for coordinating the delivery and distribution of vibro sand to various project sites. Managed scheduling, logistics, and communication between suppliers, drivers and clients to ensure timely and efficient deliveries. Maintained accurate records of transactions, monitored inventory levels and resolved any transport-related issues to optimize operations.

## EDUCATION

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**Diploma in Information Technology** **June 2006 - April 2008**

Computer Training Center-Central Luzon State University

## ADDITIONAL INFORMATION

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- Skills:** Computer Literate, Great technical skills, Problem solving and good decision making, Team Player, Flexible and Initiative.
- Language:** English, Tagalog