



# GIAN KARLO MURGUIA

**Business Client Relation Associate**

## PROFILE

Experience Business Client Relation Associate with over 3 years of experience in the Financial Industry. Excellent reputation for resolving problems and improving customer satisfaction. Skilled in working under pressure and adapting to new situations and challenges to enhance the organization's brand.

## CONTACT

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+971 524608976

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<https://myprofile.ph/GianKarloMurguia>

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## SOFT SKILLS

- ✓ Excellent customer service
- ✓ Fast learner
- ✓ Time Management
- ✓ Inventory Management
- ✓ Verbal & Written Communication
- ✓ Multi-Tasking
- ✓ Attention to detail
- ✓ PC troubleshooting
- ✓ Hardware and software troubleshooting

## EDUCATION

**AMA Computer College Malolos**  
**Bachelor of Science in Information Technology**  
June 2012 – April 2016

**St. Dominic Academy**  
June 2008 – March 2012

## WORK EXPERIENCE

**Freelancer – Social Media Virtual Assistant (Company based in the USA)**  
January 2023- February 2025

- Analyzing engagement data, identifying trends in customer interaction, and planning digital campaigns to build community.

**PJ Lhuillier- Business Client Relation Associate**  
August 2019–December 2022

- Learned new skills and applied them to daily tasks to improve efficiency and productivity.
- Process clients' transactions and provide clerical/administrative support to all branch personnel.
- Resolve customer complaints independently, wherever possible
- Provides fast and excellent customer service to the customers professionally.
- Acts as frontline and attends to various queries and requests relating to opening/closing accounts, online bank products, and remittances.

**NLEX Corp – Toll Teller**  
December 2017–October 2018

- Carrying out the primary duty of collecting payments from the customer for their tolls.
- Balancing cash and recording money received to the end of the shift.

## Training and Certification

**Computer Hardware Servicing(NCII)**  
TESDA - December 2014

**General Virtual Assistance Training**  
ProVA - December 2022