



CUSTOMER SERVICE SPECIALIST

CHIEL



PERSONAL PROFILE

Skilled administrative professional with expertise in executive support, scheduling, and communications. Detail-oriented and proficient in digital tools and office management.

AREAS OF EXPERTISE

- Customer Service & Relations – Handling inquiries, complaints, and service requests.
- Mall Operations – Tenant coordination, lost and found, event support.
- Administrative Tasks – Processing memberships, promotions, and reports.
- Retail & Hospitality – Front desk operations, guest assistance, event logistics.
- Data Management – Organizing digital and physical records.
- Communication & Coordination – Ensuring smooth operations and service excellence.

EDUCATION HISTORY

Bachelor of Science in Business Management, Major in Marketing Management | 2019 – 2023

GET IN CONTACT

WORK EXPERIENCE

Intern/Receptionist | 2018

- Assisted guests with check-in/check-out procedures and resolved inquiries in a high-volume resort environment
- Coordinated event logistics including venue preparation, guest registration, and post-event breakdown
- Maintained cleanliness standards for guest areas and supervised housekeeping team rotations
- Managed multi-line phone systems and directed calls to appropriate departments

Office Staff – Summer Job | 2017–2018

- Processed and encoded over 100+ citizen documents daily into municipal database system
- Digitized and organized physical documents through efficient scanning and systematic filing protocols
- Assisted citizens with form completion and documentation requirements for municipal services
- Supported administrative operations during peak hours, ensuring timely document processing

Intern/Office Staff | 2023

- Maintained digital document management system, ensuring proper categorization and accessibility
- Created comprehensive digital archives through systematic scanning and filing of financial records
- Established efficient document linking protocols, improving cross-reference capabilities by 30%
- Performed detailed bookkeeping duties including journal entries, ledger maintenance, and financial reconciliation
- Prepared accurate BCR and BCD documentation for monthly financial reporting requirements

Customer Service Assistant | Mall Operations | 2024 – Present

- Assisted customers with inquiries, concerns, and service requests to ensure a positive shopping experience.
- Managed the lost and found section, handling reports and retrievals efficiently.
- Coordinated with mall tenants and operations teams to address customer-related issues and complaints.
- Processed membership applications, promotional redemptions, and other customer service transactions.
- Supported mall events and activities by facilitating logistics and customer engagement efforts.
- Ensured compliance with company policies and standard operating procedures in daily operations.