

Renna G.



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Professional Summary

Resourceful and customer-focused professional with 4+ years of experience in customer service, creative design, and administrative support. Skilled in digital tools, technical troubleshooting, and managing a small business. Known for balancing efficiency, creativity, and high-quality customer service.

Skills & Tools

Design & Office Tools:

Canva | Adobe Photoshop | Microsoft Office | Google Workspace

Core Skills:

- ✓ Customer Service & Communication
- ✓ Layout & Graphic Design
- ✓ Organizational & Time Management
- ✓ Administrative & Virtual Assistance
- ✓ Technical Support & Troubleshooting
- ✓ Attention to Detail

Work Experience

Owner / Creative Services – [REDACTED]

Caloocan City, Philippines | Feb 2019 – Present

- Operate and manage a small print and design business.
- Design and produce academic, office, and marketing materials.
- Provide online assistance, research support, and data entry services.
- Deliver personalized creative solutions for clients' custom needs.

Customer Service Representative – [REDACTED] (Telecom Account)

Cubao, Philippines | Aug 2018 – Sep 2022

- Handled customer inquiries via inbound calls for a telecom account.
- Resolved technical issues and assisted with device/network troubleshooting.
- Updated billing records and processed payments and plan upgrades.
- Educated users on app functionality and online account tools.
- Collaborated with internal teams to ensure timely issue resolution.

Merchandiser – [REDACTED]

Mandaluyong, Philippines | May 2007 – Jun 2008

- Maintained merchandising displays and monitored stock across stores.
- Assisted shoppers with product choices during store visits.
- Prepared and submitted inventory and sales reports to HQ.

Education

[REDACTED]

Junior High School Graduate | 2002 – 2004

Languages

- Tagalog – Native
- English – Proficient

Character Reference

Giselle M. [REDACTED]

Former Coworker – [REDACTED]ubao

