

## **JELL MAY B. IDUL**

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### **OBJECTIVE:**

Pursuing opportunity which will allow me to grow professionally, while effectively utilizing my versatile skill set to help promote your corporate mission and exceed team goals.

### **QUALIFICATION SUMMARY:**

Extremely motivated and passionate in whatever I choose to do. Strong interpersonal and communication skills and know how to handle and deal with different kinds of people under different circumstances. Equally effective working independently and in cooperation with others.

### **EDUCATIONAL BACKGROUND:**

- **COLLEGE:** DIT –Cosmetology (1<sup>st</sup> year)  
Bohol Island State University (2012-2013)
- **SECONDARY:** Dimiao National High School (2007-2011)
- **PRIMARY:** Limokon Elementary School (2001-2007)

### **WORK EXPERIENCE:**

- **Supermarket Cashier** at Bohol Quality Corp. (April 2014 - June 2015)
  - Scan bags and load purchases

- Process cash, credit cards, coupon and Voucher transactions.
- **Customer Care Support** at TMAG Training Services (January 2017 - May 2018)
  - Handles 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.
  - Collecting customers payment
  - Doing paper works every week
- **Counter Cashier** at Baby Company (August 2019 – January 2020)
  - Maintain High Standards of customers service
  - Followed procedures and guidelines for safe preparation assembly and presentations
  - Used basic math skills to perform cash transactions, card and refunds
  - Clean the area before end of shift
- **Admin Assistant** at Family Appliance (July 12, 2022 - April 15,2024)
  - Cash Handling: Accurately process all cash and credit card transactions in accordance with established procedures
  - Customer Service: Greet customers, answer their questions, help them locate items, and provide advice or recommendations
  - Administrative Tasks: Perform routine clerical duties including data entry, answering telephones, and assisting with other administrative tasks.
  - Record Keeping: Maintain accurate records of all transactions, bookkeeping, and cash handling procedures.
  - Inventory Management: Assist in managing inventory and restocking merchandise as needed.
  - Reporting: Prepare daily, weekly, and monthly transaction reports.
- **CUSTOMER SERVICE REPRESENTATIVE** at RESULTS CX ( 4 mos.)
 

Key Responsibilities: Understand customer needs: Actively listen to customer’s concerns and understand their reasons for wanting to cancel.

  - Offer solutions and incentives: Present alternative solutions, promotions or incentives to address customer concerns and retain their business.

- Negotiate and resolve issues: Work to resolve any outstanding issues or complaints that may be contributing to the customer's decision to leave.
- Contribute to team goals: Work collaboratively with the retention team to achieve department goals and improve customer retention rates.
- Stay updated on product knowledge: Maintain a strong understanding of the company's products and services, as well as any new offering or promotions.