

ANNA DOMINIQUE MADJOS

Address: Blk.128 Lt. E-1 Brgy. Sta. Lucia DBB-1 Dasmariñas Cavite

Contact No. 0977-056-6526

Age: 26yrs old

Date of Birth: November 24. 1997

Email Address: annamadjos@gmail.com

Objective

“Seeking a challenging position in a dynamic and growth-oriented environment, where I can contribute to the success of the organization while further developing my skills and achieving excellence.”

Educational Attainment

Tertiary: Emilio Aguinaldo College

Bachelor of Science in Criminology

(2014-2017)

Secondary: Maranatha Christian Academy

Malagasang II-B Imus Cavite

Skills

Logistics technician: coordinating and executing tasks related to inventory management, transportation, warehousing, and order fulfillment.

Technical Skills: Proficient in Microsoft Word, Excel Pivot, Outlook, and SharePoint, with a strong ability to navigate and utilize these tools effectively.

General Customer Service: Possess exceptional customer service skills, And build strong customer relationships, and contribute to the overall success with a focus on delivering personalized and high-quality assistance to ensure customer satisfaction, And build strong customer relationships, and contribute to the overall success of their organization.

Billing: managing the billing process within organizations. These skills revolve around accurately and efficiently handling invoices, payments, and financial transactions.

Email Management: Skilled in navigating and managing emails using various platforms, including Gmail and Outlook, efficiently handling correspondence and inquiries

Shared Files and Document Management: Knowledgeable in handling shared files and documents, utilizing collaborative platforms such as SharePoint to facilitate seamless teamwork and document sharing.

Logistics technician: coordinating and executing tasks related to inventory management, transportation, warehousing, and order fulfillment.

People Management: Trained New hires, Clearly Define Expectations clearly communicate performance expectations, job responsibilities, and goals to new hires from the beginning.

Quality Audit: assessing and evaluating the quality management systems, processes, and procedures within an organization. involve conducting thorough audits, identifying areas for improvement, and ensuring compliance with quality standards.

Document Creation: An SOP (Standard Operating Procedure) responsible for creating, documenting, and maintaining standard operating procedures within an organization.

Order/ Load creation: skills involved in logistics, transportation, or supply chain management. Efficiently and effectively creating loads for transportation, considering various factors such as cargo specifications, equipment capacity, routing, and regulatory requirements.

Supply Chain Management: tracking items from their origin to the final destination, track and trace systems enhance supply chain transparency. This helps identify bottlenecks, delays, or issues that may occur during the journey.

Track and trace: monitoring and tracing of goods, packages, or shipments throughout their journey in the supply chain. It involves the use of technology, such as barcode scanning, RFID (Radio Frequency Identification), GPS (Global Positioning System), or software applications, to track the movement and location of items in real-time.

Freight brokerage: facilitating the transportation of goods by connecting shippers with carriers. These skills revolve around effectively managing the logistics and operations of freight brokerage

Job History

Customer Service Associate (Senior Executive) at EXL Service

May 21,2018 – Current

Logistics Technician: Demonstrated expertise in coordinating and managing logistics operations, ensuring efficient movement of goods and maintaining optimal supply chain performance.

Load Creation and Bill of Lading: Proficient in creating load orders and preparing accurate bill of lading documents, ensuring proper documentation and adherence to shipping regulations.

Inbound and Outbound Call Management: Skilled in handling inbound and outbound calls with drivers, providing timely updates, resolving issues, and maintaining effective communication throughout the transportation process

Track and Trace: Proficient in utilizing tracking systems and tools to monitor shipments, track delivery progress, and proactively address any potential delays or issues.

Sales and Load Booking: Successful experience in sales and load booking, effectively securing transportation contracts, negotiating rates, and ensuring customer satisfaction.

Email Monitoring and Inquiry Response: Thoroughly experienced in monitoring and managing email correspondence, promptly addressing inquiries, providing detailed information, and delivering exceptional customer service.

Appointment Setting: Adept at scheduling and coordinating appointments for pickups, deliveries, and other logistical activities, ensuring smooth and timely operations.

Tracking Events: Skilled in tracking and documenting key events throughout the transportation process, including driver check-ins, departures from shippers, and successful deliveries, ensuring accurate recordkeeping and accountability

Customer Service Representative (CSR) at IQor Dasmariñas

January 5, 2017 - December 15, 2017

Customer Inquiry Handling: Proficient in addressing customer inquiries and providing comprehensive information regarding products, ensuring customer satisfaction and fostering positive relationships.

Account Modification Assistance: Skilled in assisting customers with making changes to their accounts, offering expert guidance and support to facilitate smooth transitions.

Troubleshooting Expertise: Experienced in troubleshooting service and phone-related issues, promptly identifying and resolving technical problems to ensure uninterrupted customer service.

Complaint Resolution and Order Processing: Adept at interacting with customers to handle complaints effectively, process orders accurately, and offer detailed information about an organization's products and services.

Billing Inquiry Management: Capable of managing billing inquiries, addressing customer concerns, and providing clear and concise explanations of billing processes and policies.