


# MALACAD, BERNADETH R.

## CONTACT

 09452058126

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 Salitran II, Dasmariñas Cavite, Philippines

## EDUCATION

### **Congressional, Integrated High School**

Humanities and Social Sciences  
2019-2020

Graduated With Honors

### **Cavite State University- Main Campus**

B.S. in International Studies Major  
in Asian Studies  
Undergraduate  
2020-2021

## SKILLS

- Active Listening
- Excellent Customer Service
- Organizational Skills
- Time Management
- Multi Tasking
- Adaptability

## LANGUAGES

- ENGLISH

## PROFILE

I am fully capable of communicating with clients to resolve their issues, answer their inquiries, and support them in meeting their needs.

Highly proficient in communication, organizing, and customer service. Familiar with products and services, as well as the organization's policies and processes for a smooth transaction.

## WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

### **Amazon Retail Company**

*August 2022-February 2024*

- Assist customer on their orders status
- Helping processing customer refund
- Assisting customer on the specific detail of the products
- Providing excellent support
- Helping customer on their account
- Helping customer how to navigate their account
- Assisting on their concern in a timely manner and making sure everything is being taken care of
- Contacting seller on behalf of customer about their order concern