



Age: 33 years old  
Birthdate: March 21, 1991

## PROFILE

Experience sales coordinator with 7 years of customer service experience. Well-versed in troubleshooting customer inquiries, resolving problems and providing excellent customer service. Excellent communication skills and problem-solving abilities, consistently delivering exceptional customer service and driving customer satisfaction.

## CONTACT

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#75 Sampaguita St. Camp. 1 Norte,  
Moncada Tarlac

## EDUCATION

University of Baguio  
2008-2012  
Bachelor of Science in Computer  
Science  
Major in Information &  
Communications Technology  
(BSCS-ICT)

# HONEYLET G. MELCHOR

## Sales Associates

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## WORK EXPERIENCE

**Sutherland Global Services**- Customer Service Representative  
Tarlac, Tarlac City – 05/2013- 12/2015

- Handled customer complaints and inquiries via phone and email.
- Monitored customer orders from end to end: filling, shipping, tracking, and deliver.
- Resolved customer call complaints regarding delivery delays and billing issues.
- Provided accurate and prompt responses to customer inquiries, resulting in improved customer satisfaction and retention.

**OPTIC CITY Inc.**- Sales Coordinator  
Tarlac, Tarlac City – 01/2016- 10/2023

- Responsible for teaching, coaching and guiding new hired employees.
- Assisted customers with product information and troubleshooting, resulting in improved understanding and customer loyalty.
- Assisted in the development of sales training materials and resources, supporting the growth and development of the sales team.
- Carrying out administrative task such as data input, processing information, completing paperwork and filling documents. Organising sales promotional campaigns.

## SKILLS

Problem-Solving  
Active listening  
Time Mangement  
Customer Service  
Communications  
Excel and Microsoft

## REFERENCE

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