

JUDILYN SALAZAR SORIANO



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☎ 09950475503

📍 Rizal, Ibaday, Aklan 5613 Philippines

🚀 SKILLS

Typing Skills

Writing Skills

Process Management

Customer Services

Client inquiries

Support services

Sales and Upselling

Livechat Messaging

Online Chat

Calm and Professional Under Pressure

Client Support

Research

🎯 OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

📁 EXPERIENCE

Sales Processing & Shipment

May 2022 - Present

Luyang Dilaw Botanical Oil

- This is our family business since pandemic until now. I am in-charge in taking orders of our clients, inventory of our stocks, shipping and/or delivery of orders depends if clients' location.

Chat Support Representative

June 2020 - March 2022

Auto Tint Services PH

- Chat Support (answer inquiries, send brochures, cater to customer support, try to upsell other product and convince them to make a schedule or appointment)
- Scheduling coordination (update online directories & staff of possible schedules in the coming weeks through Google Calendar & Trello)
- Customer list documentation (maintenance of document that has the complete order details of the customer)
- Complaint & customer support (to speak with customers regarding possible after-sales problems)
- Daily reporting (through Viber or FB messenger) if how many customers were serviced today, who comes next tomorrow, & how much was collected)

Sales Assistant

March 2019 - April 2020

Mango Blitzzer Shop

- Greeted customers and made them feel welcome, operated cash register, stocked and organized needed ingredients for our shop.



EDUCATION

Bachelor of Secondary Education - Major in Mathematics

Aklan State University

Cum Laude

High School Diploma

Ibajay National High School

Salutatorian



REFERENCE

Rephaelio Bangsil - "Auto Tint Services PH"

Managing Director

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09177008250



MY CUSTOM SECTION

"To be yourself in a world that
is constantly trying to make you
something else is the greatest accomplishment."