



Sherina Mae Nadal

CUSTOMER SERVICE REPRESENTATIVE

EDUCATION HISTORY

HOTEL AND RESTAURANT SERVICES

- UNIVERSIDAD DE STA.ISABEL ELIAS
ANGELES ST.NAGA CITY PHILIPPINES
- JUNE 2009-APRIL 2010

ATENEO DE NAGA UNIVERSITY

- Undergraduate of Bachelor in Tourism and Management
- June 2010- Feb 2011

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

SUTHERLAND GLOBAL SERVICES

May 2016- Feb 2017

- Handled all calls related to orders via Amazon.com
- Obtained client information by answering telephone calls, interviewing clients and verifying their information
- Advises customers regarding maintenance of software system


ABOUT ME


Well-organized and demonstrates self-motivation and initiative to achieve personal and corporate goals. Effective team player with excellent interpersonal skills.


Good proficiency and navigation skills around a PC.

Possesses good communication skills and has the ability to build rapport with the customer.

CONTACT

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TELEPERFORMANCE PHILIPPINES

September 2017- Oct 2018

- Handled all calls related on rebooking flights and cancelling flights.
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
- Handle unforeseen problems and complaints and determine eligibility for money returns.

QUANTRICS ENTERPRISES INC. BELL CANADA

February 2020- April 2022

- Handle all the billing concerns
- Helping on Technical problems in terms of receivers, phone, internet etc.
- Booking an appointment for technicians installations and service call if there is any technical problem that cannot be done by basic trouble shooting.

ENTRECOTE CAFE DE PARIS

Dubai, United Arab Emirates (Feb 2015- March 2016)

Designation: WAITRESS

- Greet customers, settle them down and take order.
- Processing of orders, generate bills and answer guest's queries about deal offers and service time.
- Cleaning and preparing tables.
- Taking all the inventories of the Bar and the dining
- Making sure that the food that is served is clean and quality

HONDA MOTOR PHILIPPINES

June 2012- June 2014

Designation: SALES ASSOCIATE

- Greet customers.
- Assisting customers who are looking for the products that they need.
- Processing cash or card payments.
- Answering customer's queries.
- Reporting discrepancies and problems to the supervisor immediately.
- Giving advice and guidance on product selection to the customers.
- Balancing cash registers with receipts.
- Keeping the store tidy and clean, includes hovering and mopping.
- Keeping up to date with special promotions and putting up displays.