



# KIMBERLYN DE VERA DELA CRUZ

## CAREER OBJECTIVE

TO BE ABLE TO ADAPT ON A FAST-CHANGING WORLD OF BUSINESS BY MY WILLINGNESS TO TAKE CHALLENGES, WILLINGNESS TO LEARN, AND ABILITY TO WORK WELL WITH PEOPLE.

## WORK EXPERIENCES

### ○ Company: LBC Express Inc

Job Title: Customer Service Associate

January 26, 2017 - January 2023 (6 years )

### Position Objective

- To provide competent, caring, fast and accurate service to customer's needs
- Maintain professional internal and external relationships that meet company core values.
- To consistently provide WOW customer experience

### ○ Responsibilities

- Focuses on efficient customer servicing and transaction processing.
- Accept shipments from customers following LBC's standards and acceptance rules.
- Process over-the-counter transactions such as remittances and bills payment.
- Safe keep all acceptances for the day and must see to it that they are forwarded/ turned over during cut off time.
- Do daily sales and money deposit of all customers.
- Assisting customers with emergency problems or unexpected situations.
- Performs other tasks as assigned from time to time by the Team Leader.

I hereby acknowledge that the above information is true and correct.  
References available upon request.

## Contact

### Phone

+971-50 484 0759

### Email

kimmydelacruz09@gmail.com

### Address

Salahudeen Al Touba St, Al Ain Abu Dhabi

## PERSONAL INFORMATION

Date of Birth : 09-06-1993

Sex : Female

Nationality : Philippines

## Education

Bachelors of Science in  
Business Administration  
(major in financial management)

## ASSETS AND CAPABILITIES

- FRIENDLY, HARDWORKING, TRUSTWORTHY AND OPEN FOR TEACHING IMPROVEMENTS.
- GOOD ORAL AND WRITTEN COMMUNICATION SKILLS
- HIGH LEVEL OF INITIATIVE AND INNOVATION
- HIGH LEVEL OF INTEGRITY.
- SELLING SKILLS
- PRO- ACTIVE AND FORWARD LOOKING.

## Language

English

Tagalog

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