

Stephanie Buendia



Intend to build a career with committed and dedicated people who will help me explore myself and realize my potential. Willing to work as a key player in a challenging and creative environment.

📍 **Baniyas East 10 Al Latayif St Abu Dhabi, UAE,**

📧 steph.buendia09@gmail.com

📞 [0568477435](tel:0568477435)

Experience

Oct 2021 – Nov 2023

Customer Support Associate at Peak Support Global Enterprises

•Resolving customer service concerns relating to Nextdoor.com through email support. •Develop customer relationship, solving customer issues, maintaining job knowledge. •Reporting to supervisors, forwarding unresolved queries to specialist.

Sep 2020 – Sep 2021

Customer Service/ Virtual Receptionist at Insta-Answer

•perform basic secretarial task such as receiving calls and documenting the client preference. •handling incoming calls, take messages and transfer calls to solve issues facing small businesses everywhere.

Dec 2018 – Jul 2020

Customer Service and Travel Associate at Pinoy Tourism

•Book and process Visa Application using netsuite system •Booked Ticket using sabre. •Arrange tours for the client and handles queries and complaints of the client.

Sep 2016 – Aug 2018

Collection and Customer Service Specialist at Metrobank Card

•Handled credit card accounts, provides customer service, handles their queries as well as concerns and complaints. •Performed routine clerical and office administrative functions such as drafting correspondence, organizing and maintaining office records, and providing information to caller.

Education

Jun 2016

bachelor in Mass Communication from Pamantasan ng Lungsod ng Muntinlupa

Certificates

Apr 2021

Virtual Assistant Training from SBOVACOM