



Clarisse Diane Morales

Contact Detail

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DOB:
15.05.1994

Gender:
Female

Nationality:
Filipino

Address:
Al Ain City, Abu Dhabi, CEB 6000

Language

English
Filipino

Skills

Adaptability
●●●●●●

Problem solving
●●●●●●

Communication
●●●●●●

Teamwork
●●●●●●

Time management
●●●●●●

Objective

Highly organized Client Service Representative possesses strong communication, problem-solving, and multitasking skills. Skilled in building strong relationships with clients and providing quality service.

Education

(Jun 2010 – Mar 2014)
Pambayang Dalubhasaan ng Marilao
Bachelor Of Science In Hotel And Restaurant Management

Experience

(Sept 2018 – Feb 2024)
Bank Teller
BDO Unibank Inc - Makati City Philippines

- Helped large volume of customers every day with positive attitude and focus on customer satisfaction.
- Utilized active listening skills to identify customer needs and provide appropriate solutions.
- Responded to customer calls and emails to answer questions about products and services.
- Coordinated with operations staff to resolve service problems and boost client satisfaction.
- Communicated with clients regarding account services, statements, and balances.
- Maintained up-to-date knowledge of product and service changes..

(Sept 2015 – Jan 2018)
Sales Coordinator
Cliqnsnip Corp - Mandaluyong City Philippines

- Kept detailed records of sales and customer information in CRM software, updating database regularly to maintain top-notch service.
- Improved productivity by increasing customer communication and responding to feedback.
- Liaised with customers, management, and sales team to better understand customer needs and recommend appropriate solutions.
- Compiled client profiles and entered information into operating system.
- Maintained long-term relationships with high net-worth clients..

Additional Info

Food Attendant - Training Vieve Hotel, Inc - January 19, 2014 to February 18, 2014

- Basic Module with Hotel Operations Overview of the Skills Enhancement Program Training Bayview Park Hotel Manila - February 19, 2011.

Vessel Familiarization Tour Super Ferry - September 21, 2011

- Seminar on Food Safety and Sanitation Kenny Rogers Roasters - September 6, 2010.