

RIZZA MAE SIBALA

Customer Service Representative

📞 055 196-6719

📍 Abu Dhabi

✉ amidorizzamae@gmail.com

★ Married



SUMMARY

To secure a professional career in a branch personnel position that challenges me to use my skills, knowledge, and experience while advancing my career and gaining new expertise.

EXPERIENCE

Customer Service Representative

USCC (Western Union)

📅 05/2023 - 02/2024 📍 Digos, Philippines

- Collected all supporting documents for the transactions conducted and arrange for keeping them in files as per the uniform filing system and policies of the company. Arranged for transfer of such documents to the warehouse
- Generated money transfer transactions and cash register operations. Ensuring loss prevention in adherence to all company policy store standards. Performed money transfer transactions process and related services.
- Responsible for handling Company funds and reconciliation with daily receipts.
- Provided fast and excellent customer service to the customers in a very professional way
- Resolve customer complaints independently, wherever possible
- Attend all telephone calls and give transfer rate / information as required by the caller
- Cash handling, sending money for domestic and international transactions including bill payment and foreign exchange

Front Line Associate

J&T Express - Local & International Shipping

📅 01/2021 - 05/2022 📍 Digos, Philippines

- My primary responsibility was to facilitate the branch customer's transactions in accordance with defined branch operating procedures including cashier functions.
- Performed administrative duties on behalf of the Service Centre in order to process material (both inbound and outbound) and provide network and shipment information often within tight time-frames.
- Met personal/ customer service team sales targets and quotas
- Handle customer complaints, and provide appropriate solutions and alternatives
- Forward technical support requisitions to Admin Office
- Managed cash transactions appropriately as per company guidelines.
- Ensured speedy resolution of all customer complaints in an appropriate manner.

SKILLS

Microsoft Office

Ms Word

MS PowerPoint

MS Excel

MS Outlook

LAN/WAN Networks

TCP/IP Protocols

Network Technologies

EDUCATION

BS in Management Accounting

UNIVERSITY OF MINDANAO-DIGOS BRANCH

📅 2017 - 2023

NCII Tesda Certification in Computer Hardware Sciences

SOUTHERN MINDANAO COMPUTER COLLEGE

📅 2009 - 2011

LANGUAGES

Filipino

Native



English

Proficient



Bisaya

Native



VOLUNTEERING

Census Volunteer

DSWD FILED OFFICE XI

📅 11/2020

Collecting and gathering census data by doing interviews door-to-door on the number of people residing in a particular town, state, and country

EXPERIENCE

Customer Relation Executive

DeLeon Jewellers

📅 02/2001 - 02/2017 📍 Digos, Phillippines

- Greeted and welcomed customers to the jewellery store in a friendly and professional manner.
- Assisted customers in their jewellery selection by providing product information, explaining features and benefits, and suggesting suitable options based on their preferences.
- Built strong customer relationships by providing exceptional service and personalized attention to each customer.
- Addressed customer inquiries, concerns, and complaints promptly and effectively, ensuring customer satisfaction.
- Maintained a deep knowledge of the store's jewellery collection, including materials, gemstones, designs, and current trends.
- Assisted customers with jewelry fittings and adjustments, ensuring a comfortable and proper fit.
- Processed sales transactions accurately and efficiently, including cash handling, credit card payments, and issuing receipts.

REFERENCES

Wanda Rosario

G42 Sr. Manager Technical Training
055-929-0407

Omar Muhammad

ENBD CSO