

RIZZA MAE C. FELIPE

Profile

Customer service professional with over four years of experience in the logistics industry, seeking a challenging and rewarding role where I can utilize my strong interpersonal skills to provide exceptional customer support.

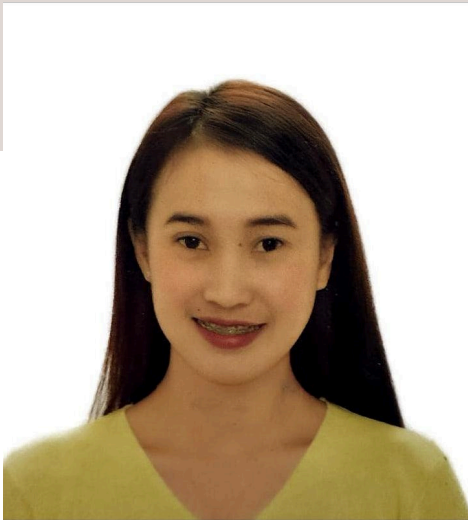
Work Experience

2019
-
2024 **Customer Service Representative**
DHL Express Phils / Wide World Express Corp.
Santiago City, Isabela, Philippines

- Specialized in international shipping, courier services, and transportation logistics.
- Facilitated authentication processes for documents, including Department of Foreign Affairs (DFA) certifications, UAE and Qatar stamps/visas, and Korean visas.
- Monitored and managed inbound and outbound shipments to ensure timely and accurate delivery.
- Balanced cash drawer by counting cash at the beginning and end of each work shift.
- Provided customers with detailed information about products and services.
- Processed domestic and international orders and transactions, including handling returns.
- Assisted customers with requests, complaints, and queries to ensure satisfactory resolutions.
- Other day-to-day clerical duties such as sorting and filing documents.

2018 **Cashier**
Royal Business Club International Inc.
Santiago City, Isabela, Philippines


- Processed payments by accepting cash, checks, and card transactions from customers, ensuring accurate change is given for cash payments.
- Handled customer transactions efficiently and provided excellent service during checkout.
- Maintained accurate cash drawer by performing regular counts and reconciling discrepancies.
- Resolved customer issues and inquiries related to transactions or product information.
- Ensured a clean and organized checkout area to enhance the customer shopping experience.



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 rizzamaefelipe14@gmail.com

 Visit Visa valid until 12/11/2024

 Al Karama, Dubai, UAE

Education

Bachelor of Science in Hotel and Restaurant Management

University of La Salette
Santiago City, Isabela, Phils.

2014 - 2018

Expertise

International Shipping and Logistics
Authentication Services
Customer Support and Service
Order and Transaction Management
Time Management
Problem Resolution

Language

English

Tagalog

Computer Skills

Excellent in MS Word
Excellent in MS Excel
Knowledge in MS Powerpoint
Knowledge in POS System

About Me

Passport No. : P0237209B

DOI : 14/01/2019

DOE : 13/01/2029

Date of Birth : 14/10/1992

Gender : Female

Marital Status : Single

Nationality : FILIPINO

References

Larry Lacson

DHL Express | Area Manager

Phone: +63 917 8017 294

Reynaldo De Leon

DHL Express | Senior RNC Supervisor

Phone: +63 917 868 9007

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

RIZZA MAE C. FELIPE
Applicant