



JHOEFHER L. SET

Customer Service Representative

ABOUT ME

With 9 years in the remittance industry, I excel in managing inquiries, resolving issues, and ensuring client satisfaction. My skills include handling transactions and maintaining positive client relationships. I am dedicated to exceptional service and organizational success.

EDUCATION

Network System Technology

Imus Computer College University
2006 – 2009

High School Diploma

Dasmariñas North National High School
2002 – 2006

SKILLS

Customer Support	<div></div>
Transaction Processing	<div></div>
Communication Skills	<div></div>
Attention to Detail	<div></div>
Financial Acumen	<div></div>
Compliance and Security	<div></div>

LANGUAGE

- English
- Filipino

+971-52-990-1167

jhoefherl@gmail.com

Bin Shabib Old Building Al
Muraqqabat, Deira, UAE

EXPERIENCE

- Universal Storefront Services Corporation** 2015 – 2024
Branch Manager | Dasmariñas City, Cavite, Philippines
 - I provide customer guidance on remittance services, handle transactions accurately, manage accounts, and maintain transaction records. Additionally, I manage cash transactions, promote company services, and offer technical support for remittance platforms.
- Ace Promotion and Marketing Corporation** 2013 – 2014
Sales Assistant | Duty Free, NAIA Terminal I, Pasay City, Philippines
 - I deliver exceptional customer service by assisting with product selections, handling transactions accurately, understanding duty-free products, and engaging with customers to enhance their shopping experience.
- Stores Specialists, Inc.** 2011 – 2012
Sales Consultant | Imus City, Cavite, Philippines
 - I deliver outstanding customer service by helping with luggage selection, upselling accessories, cross-selling related products, keeping displays attractive, and managing inventory efficiently.
- Pan Asia Manpower & Services Inc.** 2009 – 2010
Cashier | Imus City, Cavite, Philippines
 - As a Cashier at the Amusement Center, I provide friendly service, manage sales reporting and inventory, resolve customer issues, and collaborate with staff to support smooth operations and special events.

REFERENCES

Maica Pante

Auditor Ussc

Email: maicapante17@gmail.com

Lea Villanueva

Registered Nurse

Email: miziemple007@gmail.com

I hereby declare that all the details provided above are true to the best of my knowledge.


Jhoefher L. Set
Applicant's Signature