



Chrizzelle Jane R. De Silva

Customer Service Representative

Career Objectives:

To obtain an entry level position in the field of hospitality and be able to share and contribute my knowledge, skills and expertise in the field of Hospitality Industry.

Contact

Phone

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Address

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Email

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rchrizzelle@yahoo.com

Education

2001-2003

Kindergarten School

Notre Dame of Greater Manila

2009-2013

Secondary School

De La Salle Araneta University

2014-1st Semester

College of Arts in Communication

Adamson University

2003-2009

Elementary School

Notre Dame of Greater Manila

2013-1st Semester

College of Pharmacy

St. Dominic College of Asia

2015-2018

College of Pharmacy

University of Perpetual Help-Dr. Jose G. Tamayo Medical University

2018-2019

Certificate in Food and Beverages Services

Magsaysay Institute of Hospitality and Culinary Arts

Skills

High-pressured Environment



Fast-paced MS Office (Word, Powepoint, Excel)



Service



Communication skills



Experiences

March 2018 – March 2019

Customer Service Representative – Concentrix Inc

- Welcome and acknowledge all customers according to company standards in a timely, friendly and efficient manner.
- Establish rapport to build loyal and satisfied customers.
- Settle customers account or billing issues.
- Take ownership of customers request and follow up on customer incidences.
- To ensure a very good relationship between the Microsoft front liners and the customers.

April 2019–July 2019

On the Job Trainee Food Server – Dusit Thani Manila

- Provides highest standard of quality & attention to details through all phases of services to ensure an impeccable dining experience for every guest.
- Ensure that all food storage areas were keep & proper temperatures & all expiration dates were strictly adhered to, in order to protect the quality of food/refreshments offered to guests.
- Maintain hygienic food service technique during service
- Initiates tasks to help when scheduled duties were completed and follows work schedules & attendance diligently
- Ensure every guests has their preferred beverages specifically to the morning service buffet.



Experiences

August 2019 – December 2019

Food and Beverage Attendant – Widus Hotel and Casino

- To provide perfect service experience for every guest.
- To ensure the guest feels important and welcome during the event.
- To ensure hot food is hot and cold food is cold.
- To adhere to timing standards for products and services.
- To look for ways to consolidate service and increase table turns.
- To pre-bus the tables; maintain table cleanliness, bus tables.
- To look for ways to avoid waste and limit costs.
- To assist in keeping the ballroom clean and safe.
- To provide responsible service of alcoholic beverages.
- To deliver food and beverages to any table as needed.
- To report to property on time and in proper uniform.

October 2020 – May 2020

Customer Service Representative – IQOR Philippines

- Welcome and acknowledge all customers
- according to company standards in a timely, friendly and efficient manner.
- Establish rapport to build loyal and satisfied customers.
- Take ownership of customers request and follow up on customer incidences.
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- To ensure a very good relationship between the T-Mobile front liners and the customers.
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- To ensure that customer's application of their rebate will be encoded to the system.



Experiences

June 2020 – April 2021

Executive I – EXL Philippines Inc

- Executive I – EXL Philippines Inc,
- Welcome and acknowledge all customers
- according to company standards in a timely,
- friendly and efficient manner.
- To ensure a very good relationship between the
- UNUM front liners and the customers.
- To ensure that all claimants can initiate the
- application for their medical insurance.

References:

Ms. Kristen Medrano
Team Manager
Microsoft Customer Service
Contact No.: +63 915.961.5892

Ms. Maria Cecilia Martinez
Trainer
TMobile Rebates
Contact No.: +63 950.343.8920

Mr. Roldan Dizon
Outlet Team Leader
Widus Hotel and Casino – Salt Resto
Contact number: +63 915.115.6354

Certification/s:

National Certificate for Food and Beverage Service
Valid Until March 25, 2024

