



JHOANNA HONEYLYNNE J. ENRIQUEZ

Sales Representative



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Lanatan, Balayan, Batangas

EDUCATION

Batangas State University

Bachelor in Industrial Education

2013 - 2017

PROFILE

Dynamic and results-driven professional with years of experience in different industries. Proven track record of driving project success in sales and marketing, enhancing team collaboration and improving processes. Adept at fast paced environment, with a passion for sales and administrative support. Committed to leveraging expertise to contribute effectively to company targets and drive meaningful results.

PROFESSIONAL EXPERIENCE

APR
2015
-
MAY
2021

INFORMATION DESK/ SECRETARIAL SUPPORT

Batangas Sugar Planters Cooperative Marketing Association
Internship

- Perform clerical duties such as data entry, filing, and document preparation to support the office's daily operations.
- Maintain accurate records, databases, and files, ensuring confidentiality and compliance with organizational policies.
- Address and resolve visitor issues or complaints in a professional manner, escalating to management when necessary.
- Monitor and order office supplies, ensuring that inventory is maintained and stocked appropriately.

MAR
2014
-
APR
2016

CASUAL DINING ATTENDANT

Agot's Inn Bar and Restaurant
Part time / Working student

- Front-line staff member sets the tone by greeting customers with a smile and warm welcome.
- Greet guests, take meal orders and ensure smooth communication between the dining area and kitchen.
- Using a positive and suggestive sales approach to guide guests.
- Ensure guests have an excellent dining experience by providing stellar customer service.

JULY
2018
-
JAN
2021

ELEMENTARY TEACHER

Schola Nazaria Inc.

- Supervise classes to ensure all students are learning in a safe and productive environment.
- Deliver personalized instruction to each student by encouraging interactive learning.
- Created a classroom environment conducive to learning and appropriate feedback of student's performance and progress.
- Organize time, space, material, and equipment for effective instruction.
- Encourage the students to attain high standards of performance.
- Utilized varied instructional strategies and activities.

SKILLS

Proficient in managing office operations, maintaining records, ensuring efficiency and organization.

Address customer inquiries, resolve issues, and enhance client satisfaction through effective communication.

Experience in managing teams, training staff, and fostering a collaborative work environment.

Demonstrated capability to analyze challenges and implement solutions that enhance service delivery and operational efficiency.

Proficient in maintaining databases, generating reports, and analyzing data to support decision-making and improve efficiency.

REFERENCES

Agustine D. Pegenia

Agot's Inn Bar and Restaurant / Owner

Phone: 0927-465-5841

Aizelle P. Creag

SNDC / Store Supervisor

Phone: 0999-944-9650

Email: aizecreag05@gmail.com

Russel B. Andalajao

AVAL Investment/ Property Analyst

Phone: 0956-947-9101

Email: rbandalajao0611@gmail.com

FEB

2021

-

AUG

2022

AUG

2022

-

MAY

2023

JULY

2023

-

OCT

2024

OFFICE CASHIER/ ADMIN SUPPORT

Sto. Niño de Cebu Finance Corporation

- Perform general office duties, including data entry, document management, and maintaining office supplies.
- Coordinate and manage sales leads, follow-ups, and client communications.
- Prepare and send proposals, contracts, and invoices.
- Ensure deadlines are met and assist in prioritizing workloads.
- Prepare and process invoices as required, ensuring accuracy and address any discrepancy.
- Handle email correspondence, draft communications, and prepare documents.

OUTBOUND APPOINTMENT SETTER

My Comfort Care

- Following call center "scripts" provided, encoding responses while listening to the customer's database and concern.
- Scheduling appointments or meetings as per the request and availability of the customer.
- Works on Eastern Standard Time (EST) with foreign clients.
- Manage to handle calls with an account of HVAC.
- Hitting daily quota and ensuring important meetings and confirmed leads are booked
- Matches product benefits accordingly and demonstrate how the product will satisfy customers need.

CASH SHEET MANAGER

GADC - McDonald's Operated Company

- Track and report on sales performance and key metrics.
- Assisting with scheduled training sessions and compliance audits.
- Monitoring store activity and ensuring it is properly provisioned and staffed.
- Ensure exceptional customer service by monitoring staff interactions with guests and addressing any complaints or concerns.
- Identifies process improvements and manages inventory by checking order accuracy, quality and condition, equipment maintenance, cleanliness, and safety standards.
- Ensure promotions are accurate and in tune with company's standards, maintain outstanding store condition and visual merchandising standards.

INBOUND CUSTOMER SUPPORT SPECIALIST

Bath and Body Works US under Agents Only

- Respond to customer inquiries via phone call ensuring prompt and professional communication.
- Assist customers with placing, tracking, and modifying orders, including returns and exchanges.
- Process customers refund based on company's rules and policy.
- Identify and resolve customer issues related to products, services, or accounts, escalating more complex problems when necessary.
- Familiarity with multi-CRM (Customer Relationship Management) systems.
- Proactive and self-motivated approach to tasks.