

ROSE STREET PUROK NAKASAKA, POBLACIÓN DOS
BANSALAN DAVAO DEL SUR, 8005
Mobile: +639063754363 | Skype: joyce.guotana
joyceguotana@gmail.com



JOYCE ADLAWAN GUOTANA

OBJECTIVES

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills while making a significant contribution to the success of the company.

SKILLS & PROFICIENCIES

- Planning
- Multiple Project Management
- Prospecting Skills
- Deep digital understanding
- Keen attention to detail and adherence to deadlines
- Excellent listening, negotiation, and presentation skills
- Excellent verbal and written communications skills
- Expert at Microsoft Office Suite, Google Apps, HubSpot, Wrike and help desk support software

WORKING EXPERIENCE

Huskee Pty Ltd

CS and Sales Support

July 2021 - June 2022

- Maintaining a positive, empathetic, and professional attitude toward customers.
- Responsible for handling any current customer concerns and queries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders and any sales and support-related tasks for existing customers
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.

Callbox Inc, Davao City

Client Service Manager

June 2019 - June 2021

- Responsible for developing client relationships that promote retention and loyalty.
- Work closely with clients to ensure they are satisfied with their services and improve upon areas of dissatisfaction.
- Generate revenue for the company by retaining contracts and acquiring new clients. • Make sure the team is effectively performing, meets KPI, and delivers quality service to the client.

Australian Super Finder, Davao City

Financial Adviser

May 2018 - May 2019

- Help clients plan for their short-term and long-term financial goals by managing their Superannuation funds.
- Researching the marketplace and recommending the most appropriate products and services available, ensuring that clients are aware of products that best meet their needs, and then securing a sale.

General Virtual Assistant

May 2016 - May 2018

- Respond to emails and phone calls.
- Scheduling meetings.
- Managing client's calendar.
- Perform market research.
- Create presentations.
- Manage a contact list.
- Prepare customer spreadsheets and keep online records.

VXI Global Holdings, Davao City

Customer Service Representative

Jan 2015 - December 2015

- Provides information to customers by verifying understanding of requests; answering questions; offering assistance.
- Collects revenue by receiving and recording payments.
- Resolves billing problems by identifying the problem; explaining procedures; forwarding required adjustments.
- Improves quality results by evaluating processes; recommending changes.

Sutherland Global Services, Davao City

Customer Service Representative

May 2013 - November 2014

- Provides information to customers by verifying understanding of requests; answering questions; offering assistance.
- Collects revenue by receiving and recording payments.
- Resolves billing problems by identifying the problem; explaining procedures; forwarding required adjustments.
- Improves quality results by evaluating processes; recommending changes.

My Service and Support

Telemarketer

May 2012 - May 2013

- Contact businesses and private individuals by telephone to promote products, services, and/or charitable causes.
- Solicit orders for goods and services over the telephone.
- Explain the product or service to potential customers.

EDUCATION

Cavite State University, Silang Cavite

Bachelor of Science in Information Technology

School Year 2010-2012