

Contact

www.linkedin.com/in/kim-mondejar-283b45241 (LinkedIn)

Top Skills

Online Marketing
Website Updating
Online Advertising

Kim Mondejar

General Virtual Assistant

Quezon City, National Capital Region, Philippines

Summary

Seeking a role as an entry-level virtual assistant where I can use my outstanding communication and organizational abilities to support teams effectively, save time on tasks, improve overall efficiency and to help individuals and businesses achieve their goals in an efficient manner.

Making use of my excellent multitasking and organizing abilities. Utilizing my skills in problem-solving and customer service. Additionally, I hope to operate as a dependable virtual assistant that can deliver expert services on time while fulfilling deadlines.

I have handled credit loans for clients and provided them with in-depth information, demonstrating my knowledge in finance. In addition, I oversee and look after clients to ensure that they only choose me and that the business I work with provides them with superior results.

In addition, I work abroad, which has given me the opportunity to meet and engage with individuals from various countries. I have learned a lot from them and have treated my customers with respect.

I choose a variety of fields in which I may expand my knowledge and use it to help others in need as well as myself in the future. If you give me a chance, I can show you that I am valuable to your business and that I can adjust as best I can. With time, I can gain more knowledge, produce results, and be of use to you.

ONLINEJOBS.PH: <https://www.onlinejobs.ph/jobseekers/info/3395037>

SKYPE: live:..cid.bd9f37977857641e

Experience

DoorDash

Customer Service Representative - TTEC

June 2022 - March 2024 (1 year 10 months)

Mandaluyong, National Capital Region, Philippines

- Acknowledging and providing real-time assistance to customers regarding their food delivery update, mistakes in their order, explaining DoorDash application, inquiries, card issues, basic troubleshooting in case they are having some confusions on their end, and giving detailed DoorDash promotions.
- Outbound customers for better experience and explanation in case they have follow-up questions or we follow-up some updates to customers.
- Maintaining performance to achieve one goal of each and every team.
- Continuous learning and studying to understand the team goal and to give excellent customer service to customers.
- Consideration and active listening on how to handle irate customers.
- Making sure to have satisfaction for our customer service before we end communication and solving an specific problem.

HC CONSUMER FINANCE PHILIPPINES, INC

Sales Associate

October 2017 - January 2022 (4 years 4 months)

Floor Spark Place Building, 10th Ave, Cubao, Quezon City, Metro Manila

- Financing appliances and gadgets with partner stores. Also Cash loans and credit cards.
- Outbound customers to inform them about their active cash loan that they can borrow immediately once they apply.
- Searching stores who can be partner for promotion and giving free advertisement to Home Credit app.
- Leading individuals to gain and share knowledge about updates, new promotions and changes.
- Explaining contracts of customer for their active loans and existing loans.
- Handling customer complain
- Informing teams and even customers about the company's information, rules and consequences.
- Giving positive views of the company against negative thoughts.
- Knowledgeable to partner store's commodities that can be used and applied for financing.
- Knowledgeable to cash and credit cards and how it works for customers and how they can see and check it to Home credit application.

Councilor Allan T. Francisco

IT Assistant

March 2017 - September 2017 (7 months)

Quezon City, National Capital Region, Philippines

- Recording and monitoring financial bills from daily, weekly to monthly.
- Maintaining files of each barangay and every organization.
- Editing pictures or any government objects that is needed for specific events using only Microsoft word and Picnik.
- Attending minor projects and events to provide government assistance.
- Receiving documents from organization and making sure it is reported, recorded and granted if there is a request.
- Handling employee's salary for releasing and listing. Also monitoring employees updates about the place they are handling.
- Handling paid programmer system and maintaining it's function.

Max Retail - Landmark Group

Customer Sales Associate / Cashier

November 2013 - November 2015 (2 years 1 month)

Dubai, United Arab Emirates

- Professionalism, open minded, respectful, discipline and calmness throughout and the entire work time.
- Checking available items and if there is an items need to replenish.
- Attending meetings for news, updates and changes.
- Virtual merchandising and know how to read a planogram.
- Knowledgeable in PDT Scanner for Inventory, for sending Items and for receiving.
- Up selling and cross selling.
- Managing calls from online app. Guiding customers how to place an order to check out.
- Handling Cash and cash counter.
- Knowledgeable in using POS (Purchasing order system).
- Following and practiced GIFT process as a cashier (Give, Interact, Fast and Thanks)

Shadaloo Marketing Solution

Senior Account Executive

June 2012 - September 2013 (1 year 4 months)

Commonwealth, Quezon City, Metro Manila Philippines

- Assisting customers online reaching out to us through chat from a website.
- Promoting and selling E-Books and medicine globally online.

- Updating and focusing monthly report to achieve goal for better opportunity.
- Handling teams and sharing idea.
- Accepting calls internationally to guide online platform.
- Team Leader.

Education

ACLC College

Vocational, Computer System Design and Programming · (June 2010 - March 2012)

Novaliches High School

Secondary, Secondary · (June 2006 - April 2010)