



Haidee Capili

Customer Service Representative

EXECUTIVE SUMMARY

I am a Customer Service Representative with background knowledge in Shopify. I specialize in responding promptly and professionally to customer inquiries through email. My responsibilities include providing clear and accurate information, addressing concerns, and keeping customers updated regarding their orders and requests. I am dedicated to ensuring customers receive timely communication and reliable support.



SKILLS AND EXPERTISE



Customer Support



Research, Data Collection and Data Entry



Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides



MS Office (Word, Excel, Powerpoint Outlook)



Canva Editing



CONTACT ME AT :



haidee.capili@gmail.com



+ 63 995 372 9069



Philippines

SCHOOL ATTENDED

MINDANAO STATE UNIVERSITY - ILIGAN INSTITUTE OF TECHNOLOGY

Diploma in Electrical Engineering and Technology
- Major in Machinery | June 2013 - 2019

- Possesses analytical skills along with a knack of critical thinking, problem solving and creativity
- Strong foundation skills in Math and Physics

WORK EXPERIENCED

ON THE JOB TRAINING - ENGINEERS ASSISTANT

**HABILIS Electrical Engineering and
Consultancy Services, Inc**
January 2018 - May 2018

- Timely monitored documents that are needed in Project signing.
- Maintained accurate and detailed records of the possible projects.
- Helps facilitate training on students who seeks to acquire our program.
- Assist students or trainees on how to use proper tools in Electrical Works.
- Acquired knowledge on how Electrical Installation is to be done.
- Arranged schedule of the students for the who want to acquire the Electrical Installation program.

WORK EXPERIENCED

SPARE PARTS INVENTORY STAFF - ENGINEERING DEPARTMENT

AMN Industrial Services and
Contractors - PILMICO Foods
Corporation
January 2019 - July 2019

- Maintained detailed records of the scope of work done by the employees for work trackings.
- Initiated feedbacks and consulting to the Engineers end about the progress of the work for submitting daily reports.
- Monitored the usage of the spare parts to avoid shortage in the inventory.
- Generated System, Application and products in Data processing that is used in the requisition of the spare parts to ensure transparency on the said work.

WORK EXPERIENCED

HR ASSISTANT / BILLER - ADMINISTRATION DEPARTMENT

AMN Industrial Services and Contractors -
PILMICO Foods Corporation
January 2020 - September 2020

- Consistently updated daily man hours of employee inside the principal company the power plant.
- Managed on boarding process of the employee. Orienting them and introduced their roles and assignment.
- Helped and organized interviews on the applicants and arranged scheduled to avoid clashing of schedule.
- Assisted on payroll processing and ensuring all employees data have been collected properly to attain accuracy on their wages and deductions.
- Consolidated to the principal company on the amount of the project done by the employees to ensure smooth transaction of the payment in exchange of our service.

WORK EXPERIENCED

MICRO INGRIDIENTS INVENTORY STAFF -PRODUCTION DEPARTMENT

GRAIDS INC - Aboitiz Foods and
Company
July 2024 - November 2024

- Managed data collection from the usage of raw materials, micro ingredients and packaging.
- Monitored the movement and the availability of the ingredients from warehouse to production area.
- Ensured record accuracy on the usage of the ingredients and packaging to avoid downtime on the production of finished goods.
- Collaborated with warehouse and accounting team in deliberating reports to ensure accurate data presentation on the company meetings.
- Keeping on track and answered concerns regarding on the accounted inventory of production via email.

WORK EXPERIENCED

SALES REPRESENTATIVE

Customer Service
January 2024 - June 2024

- Promoted products to the market to attract possible customers.
- Handled the flow of sales from receiving calls, recording and forwarding orders to other branches.
- Answered calls of customers on every possible issues and inquiries about their order.

WORK EXPERIENCED

CUSTOMER SERVICE REPRESENTATIVE

March 2025 - Present

- Managed customers order through shopify and answered customers inquiry through emails.

VIRTUAL ASSISTANT CERTIFIED

GRAPHIC AND VIDEO CREATION USING CANVA

Acquired skills in graphic and video design using Canva, including creating visually appealing content for various platforms and purposes.

DATA ENTRY

Acquired skills in graphic and video design using Canva, including creating visually appealing content for various platforms and purposes.

