

John Mark Sison

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Saint Francis II, Limay, Bataan, Philippines

PROFILE SUMMARY

I am an experienced and detail-focused professional with a strong passion for my work. Proven ability to enhance customer satisfaction through effective communication and problem-solving skills. Skilled in accurately managing data and creating engaging social media content that drives brand visibility and fosters community engagement. Recognized for strong organizational skills, adaptability, and a commitment to delivering high-quality support in a fast-paced environment.

WORK EXPERIENCE

Genpact - Balanga City, Bataan

April 2023 - May 2024

Data Entry Specialist (Process Associate)

- Managed multiple customer inquiries while handling data entry tasks, ensuring timely responses and maintaining data accuracy.
- Managed and responded to customer communications through various channels.
- Addressed and rectified problems to ensure customer satisfaction.
- Addressed financial inquiries from clients and suppliers professionally and promptly.
- Maintained and organized important documents and records.
- Entered, updated, and managed data accurately in company systems.

The Top Select (Clothing Store) - Limay, Bataan

April 2021 - January 2023

Social Media Manager | Sales Representative

- Developed and implemented social media strategies aligned with business goals.
- Announced special promotions, sales events, or limited-time offers.
- Developed seasonal ad campaigns (e.g., back-to-school, holiday promotions).
- Used analytics to refine content strategy and posting schedule based on what resonates with followers.
- Utilized effective sales techniques to promote products and drive sales, including upselling and cross-selling.

EDUCATIONAL HISTORY

(General Academic Strand) Limay Senior High School | 2018 - 2020
Lower Duale, Limay, Bataan

(Special Program in the Arts) Limay National High School (| 2014 - 2018
Lower Duale, Limay, Bataan

SKILLS AND COMPETENCIES

- Proficient with Microsoft Word, Excel, and PowerPoint.
- Skillful with Photoshop, Power Director, and various multi-media editing programs.
- Excellent verbal and written communication skills for effective collaboration and client interaction.
- Strong ability to handle inquiries and resolve issues with professionalism and efficiency.
- Ability to prioritize tasks and manage time effectively in a fast-paced environment.
- Flexible and able to adapt to changes in processes and priorities.
- Careful consideration of details while handling multiple responsibilities to ensure accuracy and quality.