

Klaude Dungca

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COMPETENCIES

- Strong attention to detail and record keeping skills
- Excellent customer service skills
- Ability to use MS Office: Word, PowerPoint, Excel and Outlook in a corporate environment
- Strong analytical and decision-making skills
- Ability to manage stress and high workloads
- Effective verbal and written communication skills in English and Filipino

WORK EXPERIENCE

SaskTel	Clerical Support	May 2019 – Present
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- Support Service Reps, monitor retail displays and inventory levels at the SaskTel Store
- Improve customer satisfaction through conflict resolution
- Use various software systems when receiving bill payments and performing administrative tasks
- Respond to customer issues in a courteous and professional manner

Evolution Fitness	Customer Service Representative	April 2018 – April 2019
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- Entered data with Excel, sent and received emails with Outlook
- Scheduled and kept track of customer appointments
- Resolved customer issues efficiently in person and over the phone
- Processed payments, worked independently and as a team to achieve sales targets

Hometown Co-op	Clerk	July 2013 – August 2017
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- Developed skills in customer service
- Assembled consumer products and performed manual labour

COMMUNITY INVOLVEMENT

U of R IEEE	Student Council	May 2019 - Present
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- Maintain and update the club's website
- Financial planning and lounge maintenance

U of R Engineering	Engineering Project Day	April 2019
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- Assisted 4th-year Engineering students present their Capstone Projects
- Set up and helped decorate the venue and provided guidance the public

EDUCATION

University of Regina	B.A.Sc. Electronic Systems Engineering	Convocation: Spring 2022
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Grenfell High Community School		June 2016
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