



Personal Profile

Jamaica Adiaz

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Career Objectives

To excel in providing customer service on a long term career plan and build a sustaining career in an organization.

Summary of qualifications:

- Have excellent interpersonal communication skills
- Complex problem-solving
- Have the knack of handling even the toughest customer with ready solutions to calm them down and feel satisfied.
- Good personality and amiable manners to get on with people at all levels.

Academic Background

2010 - 2013 Philippine Merchant Marine School

- Bachelor of science in Marine Transportation

2006 - 2010 San Pedro Relocation Center National High School

2000 - 2006 Langgam Elementary School

On-The-Job Training Experience

2014 - 2015 Deck cadet in Philippine Archipelago Ferries Corporation

Unit 5B, 5th Floor, UNIOIL Center Building, Commerce Avenue, Acacia Avenue, Madrigal Business Park, Brgy. Ayala Alabang, Muntinlupa City, 1780 Metro Manila

Work Experience

Teleperformance, Ayala

Customer Service Representative
Address: Legazpi Village, Makati, Metro Manila (02) 885 8000
Year June 2016- July 2017

Lazada Ekonflux Solution

Chat Support Representative
Address: 3rd Floor Salustiana D Ty Tower, 104 Paseo De Roxas Avenue, Perea St.
Makati. (02) 7504160
Year September 2017- May 2018

Harte Hanks Philippines

Chat Support Representative
Address: L4, Market! Market! Mall Corner C5 Fort, 26th St, Taguig, 1800 883 8538
Year August 2018 - January 2020

Shopee Philippines

Analyst
Address: 37th Floor, Seven/NEO, 5th Ave, Taguig, 1634 Metro Manila (02) 8880 5200
Year May 2020 - September 2022

Open Access BPO

Customer Support Associate
Address: Robinsons Summit Center, 21/F 6783, Ayala Ave, Makati, 1209 Metro Manila,
+1 650-276-5399
Year April 19, 2023 - July 26, 2024

Reference

Name: Exeqiel Heredia
Contact number: 09367965036
Operation Manager

Name: Dennis Garvida
Contact number: 09182727122
Supervisor

Name: Sharon Alcantara
Contact number: 09994624563
Supervisor

