



Faith Joy S. Lee

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Education

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION MAJOR IN MANAGEMENT

Bulacan State University,
April 2014

Work Experience

CONCENTRIX

Customer Service Representative | Mandaluyong, Philippines | March 5, 2014- February 6, 2019

Attracts potential customers by answering product and service questions; suggesting information about other products and services. Opens customer accounts by recording account information. Maintains customer records by updating account information. Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. Maintains financial accounts by processing customer adjustments.

Internship

GSIS

Admin Assistant | Malolos, Bulacan | February 2014

Carrying administrative duties such as filing, typing, copying, binding, scanning etc. Writing letters and emails on behalf of other office staff.

Skills

- Web Research
- Bookkeeper
- Customer Service
- Social Media Management
- Public Relations
- Advertising
- Data Entry in Word, or Google Docs
- Internet Research
- Typing
- Forms Creation
- Executive Assistance
- Making Reports (Creating basic reports (reports on weekly tasks, deliverables, sales