



# LOREAINNE SAMBAJON

CUSTOMER SERVICE SPECIALIST

## Contact

### Phone

+639157506724

### Email

mrsloreaydoneza08@gmail.com

### Skype Address

live:.cid.50a0fdb49622a6ff

## Expertise

- Ability to multi-task
- Excellent communication and presentation skills
- Knowledgeable in using MS Office
- Fast-learner
- Good listener
- Time Management
- Works under pressure
- Good communication skills
- Ability to type quickly and accurate in tight deadlines
- Decision-making
- Professional and has a strong work ethic
- Flexible

## About Me

A hard-working, detail-oriented individual with good communication and excellent customer service skills. Looking to apply my almost two years of experience in helping and understanding customers' concerns and helping them to resolve them to their satisfaction. Eager to learn new things and skills that the company require and grow professionally.

## Education

**2013-2014**

*Pamantasan ng Lungsod ng Marikina*

**Bachelor of Science in Secondary Education (Major in English)**

**2010-2012**

*Pamantasan ng Lungsod ng Marikina*

**Bachelor of Arts in Mass Communication**

## Work Experience

**2016-2017**

***Motif Limited Outsourcing***

*Chat and Email Support Specialist*

### Work Description:

- Helping first-time customers (sellers) in listing items on the site.
- Ensuring that they familiarize themselves with how the online shopping site is working for them
- Answering inquiries on how they will ship the items and track them
- Explain how they will pay their monthly dues and make sure that they understand the fees they incurred on their invoices.
- Nominated as a Top-Performer Awardee last May 2017 for exemplary customer service skills.

**2015-2016**

***[24]7 Inc.***

*Seasonal E-mail Associate*

### Work Description:

- Providing resolution and explanation to customers about their vouchers and discount coupons.
- Tracking parcels and asking courier services about the delays.