



Laila Jane Alcoriza

Transforming Customer Experiences and Streamlining Operations

Dedicated and versatile professional with extensive experience in customer service, e-commerce, and administrative roles. Proven track record of exceeding expectations and delivering high-quality work. Skilled in managing administrative tasks, optimizing e-commerce operations, and providing exceptional customer service. Committed to contributing to business growth through proactive and adaptable approaches.

Contact

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Address

Davao City, Philippines

Education

- Holy Cross of Davao College, Sta. Ana Avenue, Davao City (2020 - 2023)
- University of Mindanao Peñaplata College, City of Samal (Senior High School, 2019)
- Nieves Villarica National High School, City of Samal (High School, 2017)
- Sasa Elementary School, Davao City (Elementary, 2012)

Expertise

- Customer Service Excellence
- Administrative Support
- E-commerce Management
- Order Processing
- Product Listing & Optimization
- Data Entry & Management
- Communication Skills
- Organizational Skills
- Problem-Solving
- Adaptability
- Proactive Approach
- Detail-Oriented
- Time Management
- Tech Savvy

Language

English

Filipino

Professional Experience

February 2024 - June 2024

Ongkingko, Locsin and Lim Law Offices

Assistant Legal Secretary

- Assisted with legal documentation and administrative tasks.
- Supported the legal team with research and client communications.
- Maintained accurate and organized records.

June 2023 - September 2023

Discovery Samal Shores

Hotel Receptionist

- Greeted guests and assisted with check-in and check-out procedures.
- Managed bookings, reservations, and guest inquiries.
- Maintained a tidy and orderly workspace.

September 2023 - November 2023

China Road and Bridge Corporation

Administrative Assistant

- Managed administrative tasks efficiently, supporting seamless office operations.
- Coordinated meetings and maintained schedules for senior staff.
- Prepared reports and handled data entry tasks accurately.

January 2023-March 2023

E-Commerce

Dropshipping Specialist

- Oversaw order processing and fulfillment.
- Managed product listings and inventory.
- Ensured timely and accurate delivery of products.

April 2019 - October 2019

KKC Outsourcing Company

Customer Service Representative

- Provided excellent customer service, handling inquiries and resolving issues effectively.

Reference

Anna Gianelle Almonia

Legal Secretary, Ongkingko, Locsin and Lim Law Offices

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