



# JAN GABRIELLE DUCENA

## CUSTOMER SERVICE REPRESENTATIVE- AND MARKETING MANGEMENT



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 Vsm Heights Phase 1, Prk Masagana, San Isidro, Gen. Santos City, South Cotabato 9500

## PROFILE

"I am an adaptable individual with a strong interest in customer service work and data entry. I thrive in dynamic environments and excel at providing exceptional service while efficiently handling data and information. I am eager and willing to be trained to gain more experience in these fields."

## SKILLS

- ♦ Adaptability
- ♦ Computer Literate
- ♦ Proficient in Microsoft Office applications
- ♦ Strong English-speaking skills
- ♦ Critical Thinking

## EXPERIENCE

### CUSTOMER SERVICE REPRESENTATIVE

Qualis Customer Service

2023 - Present

- ♦ Provided customer support and assistance in a professional and courteous manner.
- ♦ Handled customer inquiries, resolved issues, and ensured customer satisfaction.
- ♦ Maintained accurate records of interactions and transactions.

### Business Management

Brejj PPE

2022

- ♦ Manage my own business in terms of getting client and catering walk-in customers
- ♦ Experience in Closing deal base on approved price on the product offered
- ♦ Handled customer inquiries, resolved issues, and ensured customer satisfaction.

## EDUCATION

### SENIOR HIGH-SCHOOL

Notre Dame Siena College  
SY. 2018-2020

### BSBA MARKETING MANAGEMENT

Notre Dame of Dadiangas University  
2020- 2024