



# JENESA JUAYONG

**CUSTOMER SERVICE EXPERT  
ADMINISTRATIVE ASSISTANT  
FREELANCE WRITER (NOVELS)**

## PERSONAL PROFILE

Highly motivated to constantly develop my skills and excited to show my other potentials. I am confident in my ability to be open to new learnings and able to have a share to the company's success..

## CONTACT

 Funda, Hamtic, Antique 5715

 [jjuyong1990@gmail.com](mailto:jjuyong1990@gmail.com)

 +63935-163-0589

 [live:.cid.a860c4572480204a](https://www.facebook.com/live:.cid.a860c4572480204a)

## EDUCATION

Advance Central College  
Diploma in Hotel, Restaurant  
and Tourism Services

## EQUIPMENT

Lenovo laptop (8gb ram, i5)  
Wired internet  
Headset with noise  
cancellation  
Brother printer, scanner &  
photocopier

## CERTIFICATES

Social Media Management  
How to Become a Virtual Assistant  
Fb ads manager

## TOOLS - I KNOW

Discord, Slack, Skype, Canva,  
Trello, Social Media  
Management scheduling tools,  
Familiar with the use of Gsuite

## SKILLS

- File Management, Email and Calendar Management.
- Data entry skills with the use of Microsoft Office Programs and some google products such as google drive, google sheets, docs and slides.
- Exceptional communication and customer service skills
- Can write content and digital stories.
- Web research
- Basic graphic design with Canva

## WORK EXPERIENCE

### **Freelance writer with Stary Ltd.**

JULY 2021-AUGUST 2022

- Create and publish my contract-signed stories (novels) on the affiliated online reading platforms.

### **4link/ Janie fiber optic & network installation services**

FEBRUARY 2016-MARCH 2016 / SEPTEMBER 2019-JULY 2021

- Prepares and submits reports to the client with project status and daily activities.
- Constantly update the client with the technician's daily site activities and deployment plan ahead of time
- Monitor ongoing projects and material use
- The hiring of new employees, prepare and manage payroll, employee benefits, and weekly budget for disbursement
- Create invoices for billing and follow-up collectibles.
- Conducts material inventory and prepare materials request for withdrawal/schedule of delivery and returns.
- Send report and coordinate issues with the manager and owner.

### **Sitel Philippines/Teleperformance/Genpact**

OCTOBER 2010-OCTOBER 2015

- Answer billing and payment inquiries by the customer, help them identify the charges on their account, file dispute or fraud report, assist customers on their ongoing dispute and fraud cases that are for refund requests. Perform minor troubleshooting to fix the problem.
- Send them a replacement card whenever necessary.
- Making account notes for future references and escalate cases if required.
- Initiate three way call with merchants whom customers are having difficulty with in requesting for refund to avoid the lengthy process of disputes.