



Irish Jamela San Luis

Objectives

A highly organized and responsible individual who seeks a responsible career opportunity to fully utilize my earned knowledge and skills while gaining practical experience and contributing to the success of the institution I'm working with.

Experience

September 2019 – October 2019 **Amazon Product Research • Project Based Only**

- Product Research
- Input Data in Excel File

June 2019 - August 2019 **Shopify Virtual Assistant • Part time**

- Uploading Products to Shopify E- Commerce Stores
- Listing of products
- Product Research
- Order Fulfillment. Create orders for products and send the appropriate sellers the correct exported csv order files
- Responding to customer service issues via email.
- Basic Photo editing in Photoshop

April 2019 - August 2019 **Customs Declarant • Cadano Cargo Transport Services Inc.**

- Documentation is my Job. Arranging Documents that need to process in Bureau of Customs here in the Philippines.
- Email the client to update the status of their shipment.
- Communication through Phone and Client meetings

November 2018 - April 2019 **Virtual Assistant •**

- Doing Administrative Tasks
- Answering Email, Schedule Appointment
- Preparing and sorting documents for data entry
- Entering data into database software and checking to ensure the accuracy of the data that has been inputted

May 2013- January 2016 **Customer Service Representative • Concentrix**

- Inbound calls from Branch Staff Member in Australia.
- Enquiring about Credit Cards of the Clients.
- Responding efficiently and accurately to tellers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Utilizing software, databases, scripts, and tools appropriately.
- Entry of data in the system about enquiries in their Credit Card

Education

Lyceum of The Philippines University- Manila

- **BS in Customs Administration**
- **Licensed Customs Broker 2018**

Skills

- Product Research
- Product Listing
- Data Entry
- Microsoft Office (Word, Excel, PowerPoint)
- Appointment Setter
- Good Communication Both Verbal and Written
- Customer Support
- Email Management
- Phone Support
- Detail Oriented
- Flexible, Hardworking and Honest

 1314 Dizon Compound
Norzagaray Bulacan 3013
Philippines

 +639153131548

 irishjamela@gmail.com