



JERRAMEEL MARIE R. NATO

CUSTOMER SERVICE ASSOCIATE

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159 Ruggles Ave Richmond Hill ON L4C1Y3

OBJECTIVE

To seek for the appropriate job that will allow me to showcase my wit and potentials to further develop my knowledge and skills through practical training and exposure. Together, great exploits will not just be a dream but a lifestyle.

CAREER HISTORY

ITS TIME FOR TIMS INC.

TIM HORTONS CIRCUIT MAKATI, PH
TEAM MEMBER/BARISTA
12/2019- 3/2021

- Responsible for serving guests at fast pace
- Providing customers with good service and hospitality
- Taking orders, handling beverage and food-making equipment for product preparation

AMAZON OPERATIONS

3 ECOM J.W DIOKNO BLVD. PASAY, PH
CUSTOMER SERVICE ASSOCIATE
04/2021- 06/2024

- Responsible for responding to customer inquiries in a timely and professional manner, via phone and email
- Work to resolve complex customer issues while providing exceptional customer experience
- Maintain customer records and update customer profiles
- Assist customers with the prompt placement of orders, refunds, replacements or creating of accounts
- Responsible for delivering customer support and respond to customer inquiries via email on Zendesk
- Assist customers regarding teachers account verification
- Manage customers' subscriptions which includes cancelation, refund, and account deletion
- Handles tutor scheduling and billing requests

PARTNERHERO

CYBER SIGMA, TAGUIG, PH
CUSTOMER SERVICE REPRESENTATIVE
(WFH)
07/2024- 09/2025

ACADEMIC BACKGROUND

FAR EASTERN UNIVERSITY- MAKATI

Business Administration Major in Financial Mgt.
Zuellig Loop, Makati City, PH
2018 - 2019

CORE SKILLS

- Customer service excellence
- Quality problem solving skills
- Computer literate
- Strong written and verbal communication
- Empathy and active listening
- Interested in improving efficiency on assigned tasks
- Excellent time management
- Detail conscious
- Can work with minimal supervision

ARELLANO UNIVERSITY -

JOSE ABAD SANTOS CAMPUS

Accounting, Business Management
3058 Taft Ave., Pasay City , PH
2016 – 2018