

Shekaina Jairah I. Manjeron

Consumer Service Representative

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 09457335645

 Shekaina Manjeron

Dynamic psychology graduate with customer service experience seeking an Administrative Officer position where I can utilize my organizational skills, attention to detail, and passion for supporting operational efficiency to contribute to the success of the organization.

Work Experience

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Customer Service Representative - Technical Support (Virtual Staffing Solutions)

2023-2024

- Provided technical support to customers via phone, email, and chat, diagnosing and resolving hardware and software issues related to pool systems and equipment
- Documented customer interactions, including troubleshooting steps taken and resolutions provided
- Escalated complex technical issues to the appropriate internal teams for further investigation and resolution
- Assisted in creating and updating support documentation, including FAQs and troubleshooting guides, to improve efficiency and effectiveness of support processes
- Participated in ongoing training and professional development activities to stay current on new products, technologies, and support procedures

Volunteer Experience

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UP Peer Facilitator

2022-2023

- Utilized active listening skills to student's needs and provide appropriate assistance and referrals
- Facilitated support groups and workshops for students on stress management and coping strategies
- Demonstrated confidentiality and professionalism in all interactions with students

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Children's Ministry Teacher

- Developed lesson plans and educational materials aligned with our organization's goals and curriculum objectives.
- Collaborated with other volunteers and staff members to coordinate lesson schedules and share resources.
- Monitor children's progress and provide feedback to parents and guardians as needed. Encouraged children to participate in classroom discussions and activities, fostering their curiosity and love for learning.

Education

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St. Therese Christian Development Center Foundation Inc.

2018-2019

- Humanities and Social Sciences
- With High Honors

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University of the Philippines - Visayas Tacloban College

2019-2023

- Bachelor of Arts in Psychology
- Latin Honors, *Cum Laude*

Skills

- Strong organizational and time management abilities
- Excellent communication skills, both written and verbal
- Proficient in Microsoft Office Suite, Salesforce and Google Tools
- Detail-oriented with a high level of accuracy
- Ability to multitask and prioritize tasks effectively
- Customer service experience in handling calls and emails including handling inquiries and resolving issues