



CHARLENE MENDOZA

CUSTOMER SERVICE SPECIALIST | SOCIAL MEDIA STRATEGIST

ALL ABOUT ME

I am an experienced Customer Service Specialist and a highly driven Social Media Strategist seeking a position where I can deliver service excellence in the field of Social Media Management and Marketing communications.

CORE SKILLS

- Customer Service
- Social Media Management
- Social Media Marketing
- SEO Content Creation
- Email Lead Generation
- Email Marketing
- Administrative Support

SOFT SKILLS

- Highly Competent
- Reliably Professional
- Effective Communicator
- Positive Work Ethics
- Critical Thinker
- Fast Learner
- Great Team Player

EDUCATION

Bachelor of Science in Commerce,
Major in Management Accounting
Ateneo de Davao University | 1999-2003

CONTACT INFO

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TRAININGS

FVA Business Consultancy

- Freelancing Course | June 2020
- Social Media In-Depth Course | July 2020

WORK EXPERIENCE

Casino Cage Supervisor

City of Dreams Manila | 2014 - 2018

- Managed a team in engaging with multi-level customer base (mass market to VIPs) in handling easy to complex transactions, while providing customer satisfaction at its best
- Performed administrative support as part-time trainer, facilitating new hires, processing departmental correspondences and handling duty allocations

Financial Service Representative

E*trade Information Services, LLC | 2013

- Client engagement catering to a global financial market through phone support
- Answers product inquiries, card fraud detection, complaint handling, and account maintenance

Casino Cage Cashier | Manager Trainee

Carnival Cruise Lines Corporation | 2007 - 2012

- Worked in a multi-cultural hospitality environment with high standards for Customer Service Excellence and Customer Satisfaction
- Supervised cash operations, account handling and maintenance, records management, documentation reporting and staff trainer

Customer Service and Sales Assistant

Equitable PCI Banking Corporation | 2003 - 2007

- Handled clients' account transactions with accuracy and confidentiality
- Data entry processing and reconciliation, account maintenance, file management and multitasking