



Sunshine kaycee del Rosario

Data Encoder/ Customer Service/ Admin

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Diyafah, Dubai, UAE

Work Experience

Data Entry cum Customer Service

July 2022 - January 2024

ZTech Manpower Services / DIB and Etisalat Channel Partner

- Analyzed data provided by Field Verification Agents to identify patterns and trends.
- Ensured accurate and timely encoding of data into the system, maintaining a high level of data integrity.
- Communicated with customers via phone and email to obtain office addresses and address concerns, demonstrating strong interpersonal and communication skills.
- Coordinated the distribution of applications, planning itineraries for Field Verification Agents based on location for optimal efficiency.
- Collaborated with Dubai Islamic Bank and departmental staff, maintaining clear and effective communication channels.
- Fraud Detection

Team Leader - Call Center Department

2015-2020

Food Delivery Service

Operation: Falafel Br. of AWJ Investment

- Identify customers information, delivery address, orders and other customer's need
- Manage large amounts of inbound calls and online order in a timely manner
- Solve problems and complains from the customer.
- Seize opportunities to up sell products when they arise
- Prepares daily, weekly and monthly sales/monitoring report
- Prepares weekly schedule for the team

Sales Invoicer

2010-2012

San Miguel Foods Incorporated, Philippines

- Check all the documents released by processing plant.
- Prepares and submit the delivery receipts and/or invoices to the outlet's receiving unit.
- Ensure the quality of stocks and checks the quantity of stocks delivered in each and every outlet.
- Informs the key account manager about the delivery shortages/shrinkage.
- Prepares delivery receipts and/or invoices and completes all documents and requirements for counter signing by customer.
- When the assigned delivery route is finished, we liquidate and submit all necessary documents to SMFI personnel at designated base.

TRAINING

Office Admin

San Miguel Elementary Central School, Philippines

- Receiving calls and mails and accordingly disseminate it.
- Responsible in arranging and maintaining the accuracy and completeness of the faculties 201 files.
- Assist in encoding data for tax or BIR forms
- Audit checking on possible discrepancy on encoded data.
- Assist on school activities preparation.

SKILLS

- Data Encoding
- Customer Communication
- Logistics Coordination
- Interpersonal Skills
- Time Management
- Collaboration
- Microsoft Office Suite

EDUCATION

Certificate in Computer Secretarial

Bulacan Polytechnic College

2006 - 2008

Canceled Visa

Expiry: March 1, 2024