



JACKILYN BLESS

RAMOS

CUSTOMER SERVICE REPRESENTATIVE



Contact



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Skills

Project Management



Problem Solving



Creativity



Leadership



About Me

Versatile and reliable professional with experience in payroll support, customer service, purchasing, and operations management. Strong organizational, leadership, and communication skills with the ability to multitask and perform effectively under pressure.



Education

BSBA Major in Marketing Management

2011 - 2013

Holy Cross of Davao College



Work Experience

B&B Group of Companies
2021-2025

Operations Supervisor & Head Purchaser

- Supervised daily operations and staff activities to ensure efficient workflow and productivity.
- Monitored team performance and maintained operational standards.
- Resolved customer and operational issues in a timely and professional manner.
- Assisted in scheduling, reporting, and process improvement initiatives.

611 Global Services
2018 - 2019

Retention Specialist

- Assisted customers with concerns and account-related issues.
- Provided solutions to improve customer satisfaction and retention.
- Maintained positive customer relationships through effective communication.
- Handled escalations and resolved customer complaints professionally.

Ideal Vision
2017 - 2018

Sales Associate

- Assisted customers with product selection and inquiries.
- Processed sales transactions accurately and efficiently.
- Maintained store cleanliness, organization, and inventory support.
- Achieved sales goals through excellent customer service.