



# JELENE TABLEZA PINLAC

## VIRTUAL ASSISTANT/ CSR

Dynamic and adaptable professional who possess strong communication and customer service skills. Proficient in administrative tasks, and demonstrates effective time management and organizational abilities. Expert in Microsoft Office for efficient task execution, recognized for flexible, a collaborative spirit, and the capacity to excel in diverse work environments, which I believe these skills, expertise, and experience make me a perfect fit for your company, especially considering my alignment with your career goals and values.

## CONTACT

- ☎ 054-703-3153
- ✉ pinlajelene0829@gmail.com
- 📍 Abu Dhabi, UAE

## EDUCATION

2019 - 2024

**DON HONORIO VENTURA  
STATE UNIVERSITY**

- Bachelor of Physical Education

2017 - 2019

**AMA COMPUTER  
LEARNING CENTER**

- General Academic Strand

## SKILLS/EXPERTISE

- Excellent Communication
- Interpersonal Skills
- Customer Service Skills
- Time Management
- Flexible
- Organizational abilities
- Ability to work in a fast-paced environment
- Adaptability to different tasks and roles
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint)

## WORK EXPERIENCES

- **Mohammed Bin Khalid Al Nahyan School** 2024-PRESENT  
Physical Education Teacher/Homeroom Teacher
  - Managed classroom routines, monitored student progress and behavior, delivered tailored lessons and interactive sports/wellness activities, fostered teamwork and discipline, coordinated with staff and parents well.
- **Franco Group of Retail Trade OPC/VOCE'FGC** 2022 - 2022  
Virtual Assistant
  - Answer customers queries via messages and calls.
  - Data Entry and Record Keeping.
  - Manage and organize electronic files and documents.
  - Create product advertisement.
  - Monitor and track orders.
  - Trainer of new employees.
- **Digits.PH (Franco Group of Company)** 2021 - 2021  
Customer Service Representative
  - Answer customers queries via messages and calls.
  - Data Entry and Record Keeping.
  - Manage and organize electronic files and documents.
  - Monitor and track orders.
- **Ekom Global (Franco Group of Company)** 2020 - 2020  
Customer Service Associate
  - Answer customers queries via messages and calls.
  - Data Entry and Record Keeping.
  - Monitor and track orders.

I hereby declare that all the information given above is true and correct to the best of my knowledge.

Ms. Jelene Tableza Pinlac

Applicant

## LANGUAGES

- English
- Filipino