



JESAH MAE VELCHEZ

OBJECTIVE:

To obtain a position that allows me to apply my knowledge and skills, contribute to the team's success, and grow both personally and professionally.

CONTACT

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PERSONAL PROFILE

Nationality: Filipino (Philippines)
Passport No.: P0155115B
Visa Status: Tourism
Visa Issued: 10-10-2025
Visa Expiry: 08-12-2025

SKILLS

- Customer Service
- Effective Communication
- Computer Literate
- Time Management
- Critical Thinking
- Attention to Detail

EDUCATION

- UNIVERSITY OF SAN JOSE - RECOLETOS**
BSBA - Marketing Management
- MCCNHS**
HIGH SCHOOL
- SUBANGDAKU ELEMENTARY SCHOOL**
ELEMENTARY

WORK EXPERIENCE

- ASSISTANT TALENT SCOUT/ BOOKER (APPOINTMENT SETTER)**
BARBIZON ACTING & MODELING
JULY 2024 - OCTOBER 2025
 - Reach out to leads who have expressed interest in Barbizon's programs through phone calls, engaging them in conversations about their aspirations in modeling and acting.
 - Effectively schedule talent for a workshop tryout and interview at their most convenient time
 - Call booked appointments on the day to confirm attendance and address any last-minute questions.
 - Build rapport with potential talent and their parents/guardians to ensure they feel excited and confident about their scheduled session.
 - Update call records, appointment details, and lead statuses in the system.
 - Work towards achieving daily and weekly booking targets set by the company.
- DIGITAL MARKETING - NOV. 2023 - JULY 2024**
AUTOSYNERGY INC. (NISSAN CEBU CENTRAL/ SUZUKI AUTO CEBU)
Nov. 2023 - July 2024
 - Responsible for creating relevant content for social media posts. This involves coordinating with the graphic artists for designing.
 - Creating content, managing communities, running ads and analyzing performance metrics.
 - Manage online advertising campaigns through Facebook Ads. This involves budget allocation, audience targeting, ad creation and monitoring ad performance
 - Creating and sending targeted email campaigns to nurture leads, promote products or services, and maintain customer relationships.
 - Prepare and manage monthly budget requests for each satellite office, ensuring accurate allocation of resources.
 - Extract and compile Facebook invoices for boosted campaigns to be included in claims requests.
 - Collaborate with the Service Department to create promotional content for Facebook and manage boosted campaigns to increase engagement and visibility.



CASHIER/ CUSTOMER SERVICE REPRESENTATIVE

Autocental Inc. (Suzuki Auto Cebu)

April 2022 – November 2023

- Process sales transactions efficiently for parts and service, including handling cash, card, and check payments, issuing receipts, and completing daily cash reconciliation.
- Assist customers warmly, answering inquiries about vehicles, services, and dealership offerings both in person and over the phone.
- Handle calls, emails, and messages promptly, providing accurate information and addressing concerns in a professional and friendly manner.
- Schedule service appointments and test drives, and coordinate customer needs with the appropriate departments to ensure smooth service flow.
- Maintain organized records and perform basic administrative tasks, such as filing repair orders, preparing daily reports, and keeping the workspace clean.
- Support customer satisfaction efforts, including follow-ups, handling complaints respectfully, and assisting during sales, service, or promotional events.



CUSTOMER SERVICE REPRESENTATIVE

Coconut Bowls, NSW Australia

March 2021 – March 2022

- ·Daily support of customer inquiries via Gorgias and daily monitoring of social media customer inquiries
- ·Excellent customer focused service in all communications
- ·Strong attention to details in all aspects of customer service
- ·Strong initiative to optimize customer support and experience
- ·Confident problem-solving abilities and strong decision making
- ·Discretion to escalate to senior management when required



CUSTOMER SERVICE REPRESENTATIVE

The Professional Solution

August 2019 – March 2021

- ·Working directly with customers through email.
- ·Respond promptly to customer inquiries and concerns.
- ·Assist with placement of orders, refunds, or exchanges
- ·Utilize software like Zendesk and Shopify to manage customer tickets and order tracking.
- ·Keep records of customer interactions and transactions.
- ·Provide direct answers to customer's concern about warranties, return policy or terms of sale.
- ·Act as the company gatekeeper and advise on company information
- ·Resolve customer complaints via chat, email, and call.
- ·Assist with placement of orders, refunds, or exchanges.
- ·Take payment information and other pertinent information such as addresses and phone numbers.
- ·Answer questions about warranties or terms of sale.
- ·Inform and update customer of deals and promotions.
- ·Directly work with customer service manager to ensure proper customer service is being delivered.



LEAD GENERATION SPECIALIST (INTELLIGENCE SETTER)

411 BPO

April 2016 – June 2019

- ·Contact businesses by telephone to promote services.
- ·Explain the product or service to potential customers.
- ·Deliver scripted sales pitch to the customer.
- ·Adjust scripted sales pitch to meet needs of specific individuals.
- ·Provide pricing details
- ·Handle customer questions.
- ·Obtain customer information including names and addresses.
- ·Record customer details and details of transaction.
- ·Obtain contact details of potential customers from sources including telephone directories and purchased lists.
- ·Answer telephone calls from potential customers who are responding to advertisements.
- ·Contact customers to follow up on initial interaction

UAE EXPERIENCE

● SALES ASSOCIATE

TRIVISION OPTICAL, ABUDHABI **June 2015 – January 2016**

- Making appointments, welcoming patients and visitors, and organizing records.
- Organizing the schedule of the optometrist on duty.
- Assisting with clerical support duties.
- Serving as a point of contact for the optometrist and patients.
- Assisting patients with eyewear selection and style, as well as repairs and fittings.
- Achieving sales targets.
- Keeping track of patients' records.
- Assuring appropriate eyewear dispensing and fit.

● SALES ASSOCIATE/ CASHIER

FG4 KIDS –Al Owais Group of Companies **June 2014 – March 2015**

- Welcoming customers into the store
- Staying knowledgeable about our range of beauty and skin products
- Explaining to customers the best products for their needs
- Recommending related products to increase customers' options and enrich the shopping experience
- Explaining the benefits and functions of products, method of preparation and how to use them to achieve the best results
- Accepting and processing orders, operate the POS register and resolve returns issues
- Promoting special sales, offers and awareness of store loyalty program

● SHOP CASHIER/ SALES ASSOCIATE **BRANDS FOR LESS LLC** **June 2011 – April 2014**

- Welcoming customers into the store
- Staying knowledgeable about our range of beauty and skin products
- Explaining to customers the best products for their needs
- Recommending related products to increase customers' options and enrich the shopping experience
- Explaining the benefits and functions of products, method of preparation and how to use them to achieve the best results
- Accepting and processing orders, operate the POS register and resolve returns issues
- Promoting special sales, offers and awareness of store loyalty program
- Collecting payments whether in cash or credit

CHARACTER REFERENCES

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