

Daryl Mendoza Juco

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Profile:

I am a highly motivated and hardworking individual with over 9 years of experience in customer service. I am seeking a responsible role in a reputable organization where I can make the best of my potential and contribute to the organization's growth.

Career Summary:

I am an experienced and reliable customer service officer with a background in providing good quality customer service. I have a strong dedication to helping customers resolve issues and create a positive image for the company. My goal is to create a favorable experience that will win customer loyalty and will gain more revenue for the company.

I have a background in Automotive Industry particularly in Automotive Mechanic. In addition, I also have vast amount of knowledge in Automotive Parts Sales.

Skills:

- English Proficiency
- Data Entry
- Basic Computer Skills (MS Office)
- Interpersonal Skills
- Problem-solving
- Attentive Listening
- Documentation
- Organization Skills
- Time Management
- Quality Assurance and Upselling

Personal Information:

Birthday	February 10, 1995
Age	28 Years Old
Nationality	Filipino
Marital Status	Married

Work Experience:

❖ El Vistra Hotel – Angeles City, Pampanga, Philippines

2022 to 2023 – Storekeeper

Job Description:

- Check goods receipt/issue requisition documents under regulations to ensure quality goods and deliver to the right object to avoid confusion.
- Receive delivery documents, make goods issue requests, save information on the goods management system and transfer it to the purchasing or accounting department under regulations to serve the next control stage.
- Responsible for arranging neat and clean locations and premises to receive goods in a convenient, fast, and time-saving way when there is information on goods receipt.
- Ensure that the goods receipt and issue process does not damage the goods. Record specifically the goods received note and goods delivery note to list the quantity of the goods.

❖ Sweetlime Resort - Porac, Pampanga

2018 to 2022 – Resort in Charge

Job Description:

- Resort Representative.
- Filling of all preventative maintenance and documentation.
- Receive delivery documents, make goods issue requests, save information on the goods management system, and transfer it to the purchasing or accounting department under regulations to serve the next control stage.
- Keep track of minimum inventory and stock counts for the day
- Make goods purchasing and issue procedures.
- In charge of monthly maintenance schedule and activities for staff.
- Calculating daily, monthly, and yearly expenses.
- Inspection of the building and facilities.
- Preparing technical, incident and completion report.

❖ Juco Auto Supply - Porac, Pampanga, Philippines

2015 to 2028 - Store Manager

Job Description:

- Overseeing the daily operation of the store.
- Overseeing pricing and stock control.
- Managing the budget and expenses of the store.
- Manages the finances and bookkeeping of the store.
- Dealing with customers' inquiries and complaints.
- Social Media Manager – Facebook account.

❖ Matmig Auto Supply and CEJ Auto Supply - Porac, Pampanga

2013 to 2015 - Sales Representative

Job Description:

- Selling and upselling our products and services to customers and representing the brand.
- Reaching out to potential leads through a variety of channels, such as email, phone, text, and social media.
- Obtaining deposits and balance of payment from clients.

- Answering client questions about credit terms, products, prices, and availability.

Additional Task:

- Recovers overdue payments on accounts.
- Negotiates with customers about the pricing packages and alternative payment solutions.

Educational Background:

2015 to 2017

Tertiary Education

Aircraft Maintenance Technology
Philippine State College of Aeronautics

2007 to 2011

Secondary Education

Saint Catherine's Academy