



Justine Raimon B. Sanchez

justraimonsanchez@gmail.com | 778-378-8933 | Surrey, BC

PROFESSIONAL SUMMARY

Enthusiastic and dedicated Hospitality Management student with comprehensive academic training in hotel operations and customer service excellence. Currently acquiring in-depth knowledge in all facets of hospitality, including guest relations, front desk operations, and event management. Highly motivated to translate theoretical insights into practical skills, with a strong commitment to enhancing guest experiences and driving success within a renowned hospitality organization. Adept at adapting to dynamic environments and eager to contribute to a prestigious establishment by applying both academic knowledge and a passion for exceptional service.

SKILLS

Teamwork

Customer Focused

Problem-solving

Adaptability

Organization

Interpersonal Skills

EXPERIENCE

Customer Service Representative - Panago Pizza, New Westminster, BC

September 2022 - Current

- Deliver exceptional customer service by managing inbound and outbound calls, addressing inquiries, and resolving issues promptly.
- Process orders accurately, ensuring that customer preferences and special requests are fulfilled.
- Assist with order customization, provide recommendations, and upsell additional products to enhance customer satisfaction.
- Handle customer complaints and concerns with professionalism, empathy, and effective problem-solving skills.
- Maintain up-to-date knowledge of menu items, promotions, and company policies to provide accurate information and support.
- Document customer interactions and transactions in the CRM system, ensuring detailed and accurate records.
- Collaborate with team members and management to streamline operations and improve service quality.
- Ensure compliance with health and safety standards, contributing to a clean and organized work environment.

Customer & Insurance Service Representative - Afni, Inc., Quezon City, Philippines

September 2018 - June 2022

- Managed billing and sales for a major telecommunications company in the United States, ensuring accurate and timely processing of chats.
- Resolved customer concerns effectively by utilizing available tools and resources.
- Conducted upselling during transactions to enhance customer service value.
- Held responsibility for an insurance account, providing support to insurance agents by addressing their inquiries.
- Administered policyholders' accounts utilizing tools with precision and efficiency.
- Assessed customer needs and resolved concerns efficiently and effectively.

Customer Service Representative - Convergys, Quezon City, Philippines

October 2015 - December 2017

- Managed inbound and outbound communication through calls, emails, and live chat channels with customers.
- Delivered precise, accurate, and prompt responses to customer inquiries and issues.
- Assessed customer needs and resolved concerns with efficiency and effectiveness.
- Maintained comprehensive and current knowledge of company products, services, and policies.
- Accurately documented all customer interactions, transactions, and feedback within the company's CRM system.
- Addressed escalated issues and complaints with professionalism, empathy, and tact.
- Collaborated effectively with team members and supervisors to achieve organizational goals.

EDUCATION

Bachelors in Hospitality Management
Acsenda School of Management, Vancouver
July 2022 - Current

Bachelor of Arts in Mass Communication
New Era University, Quezon City, Philippin
June 2011 - May 2015

National Certificate in Caregiving
Center For Training and Development
January 2018 - August 2018

**AWARDS &
CERTIFICATION**

President's Honor Roll • June 2024
Acsenda School of Management

Dean's Honor Roll • March 2024
Acsenda School of Management

Leadership Awardee • March 2024
Acsenda School of Management

Dean's Honor Roll • December 2023
Acsenda School of Management