



# ERIKA MARIE CRUZ



 0939-937-5781

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 Baclaran, Paranaque City

## Education

### Bachelor of Science in Entrepreneurship (2019–2024)

Polytechnic University of the Philippines

### Accountancy Business and Management (2017–2019)

Olivarez College- Paranaque

## Skills

My skills revolve around providing exceptional support and building strong relationships with clients. I excel in active listening, understanding their unique requirements, and offering tailored solutions to meet their specific needs. I possess excellent communication skills, a strong ability to empathize with clients needs, ensuring a positive client experience.

## Language

English

Tagalog

## Profile

Motivated and detail-oriented professional with experience in front desk operations, customer service, and team management. Skilled in responding to inquiries, managing customer orders, and leading teams to achieve operational efficiency. Seeking an open position where I can leverage my expertise in customer service, administrative support, and leadership to contribute to the success of a dynamic company.

## Work Experience

Aug  
2023

-

Jul  
2024

### Plush Management

Assistant Manager

- Supervised daily team activities, monitored performance, and ensured compliance with company policies for operational efficiency.
- Facilitated training sessions and led initiatives to enhance team skills and drive continuous improvement.

Aug  
2022

-

Mar  
2023

### Amazon Philippines

Customer Service Associate

- Addressed customer inquiries promptly and effectively, ensuring a positive customer experience.
- Coordinated orders, tracked shipments, and efficiently managed returns and refunds.

Apr  
2018

-

Jun  
2019

### Barangay Baclaran

Front Desk

- Managing and responding to inquiries from constituents in a timely manner.
- Documenting and recording barangay transactions, including the issuance of permits and clearances, to ensure accurate records are maintained.

## References

### Patricia Cruz

Data Research Specialist

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### Dell Adriano

Training Officer

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